

Kent County Council

Job Description: *Streetworks Manager*

Directorate: Growth, Environment and Transport

Unit/Section: Highway Operations - Street Works

Grade: KR11

Responsible to: Senior Highway Manager

Purpose of the Job:

To lead a team and manage all Street Works activity in one of four areas in Kent ensuring statutory and corporate objectives are delivered, and ensuring compliance with requirements as set out by the New Roads & Street Works Act 1991 (NRSWA)

Responsible for the overall management of the Street Works team ensuring service, performance levels and budgets are met.

Main duties and responsibilities:

- Responsible for providing senior professional co-ordination advice and to make complex decisions in the management of Street Works on Kent's Highway network and to ensure the continued successful operation of the Kent Lane Rental Scheme and Kent Permit Scheme.
- Lead, direct and manage the Streetworks team and ensure the development and performance management of the team's day to day activities on the highway network.
- Ensure a robust performance management system for relevant service areas that meets KCC standards, provides for transparency openness, and which includes relevant techniques and processes for reviewing and improving community outcomes.
- Direct and evaluate the work of the team to act as an integrated whole (including use of IT) and co-ordinate with other Street Works managers to ensure the most effective overall use of resources and achieve targets for Key Performance Indicators.
- The post holder will be required to review co-ordination processes to ensure that the County Council meets its duty as laid out in legislation (e.g. Traffic Management Act 2004) and that the co-ordination team operates within the rules of both Kent Lane Rental and Kent Permit Schemes for the management of the highway network. The post holder will be expected to contribute to policy development and implantation.
- Communicate with stakeholders at all levels including multi agency partners, Councilors (Parish, District and County), MPs, utility companies, public transport providers, senior managers as well as members of the public. Excellent communication skills are required to be able to communicate effectively with these stakeholders, both verbally and in writing.
- Work with the other Streetworks Managers and the Highway Policy & Inspections manager to keep abreast of improvements in technology and changes within the industry in order to provide the most cost effective service, to comply with changes in legislation and to identify possible improvements; and work with other managers to implement them.
- Ensure prompt investigation and response to enquiries, complaints and queries raised by staff and customers.
- Manage the budget for the team and ensure financial targets are met.
- Represent Kent County Council at the Kent & Medway HAUC and also the regional SEHAUC and JAG meetings

Footnote: This job description is provided to assist the job holder to know what their main duties are. It may be amended from time to time without change to the level of responsibility appropriate to the grade of post.

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Person Specification: *Streetworks Manager*

The following outlines the criteria for this post. Applicants who have a disability and who meet the criteria will be shortlisted.

Applicants should describe in their application how they meet these criteria.

	CRITERIA
QUALIFICATIONS	NVQ Level 3 (or equivalent) in relevant discipline NVQ Level 3 (or equivalent) in management Experience of line management and leadership of a team. Knowledge of NRSWA and associated Codes of Practice. Knowledge of traffic management issues.
EXPERIENCE / KNOWLEDGE	Proven experience of line management/leadership of a multi-disciplinary team. Good knowledge of leadership skills and principles of line management and Employee Relations. Relevant experience in Streetworks and Allied industry including experience of traffic management issues and familiarity with reinstatement specifications. Experience of Mayrise or similar EToN software Relevant experience of legislation and Codes of Practice as they relate to the role (e.g. Health and Safety, New Roads and Streetworks Act, Highways Act) Proven Experience of successful budget management Knowledge in the Operation of Permit Schemes and lane Rental Schemes would be advantageous
SKILLS AND ABILITIES	Confidence to provide senior advice to the public, elected Members, Parish Councils and Kent Police. Organised and self-motivated. Ability to prioritise work Ability to develop and Motivate staff An excellent telephone manner along with outstanding negotiating skills. PC literate with good keyboard skills. Ability to analyse information and resolve problems Good teamwork skills Attention to detail Ability to travel around the County
BEHAVIOURS AND KENT VALUES	Kent Values: <ul style="list-style-type: none"> We are brave. We do the right thing, we accept and offer challenge We are curious to innovate and improve We are compassionate, understanding and respectful to all We are strong together by sharing knowledge We are all responsible for the difference we make <p>Our values enable us to build a culture that is:</p> <p>Flexible/agile - willing to take (calculated) risks and want people that are flexible and agile Curious - constantly learning and evolving Compassionate and Inclusive - compassionate, understanding and respectful to all Working Together - building and delivering for the best interests of Kent Empowering - Our people take accountability for their decisions and actions Externally Focused - Residents, families and communities at the heart of decision making</p>