

Kent County Council

Job Description: Streetworks Manager

Directorate:	Growth, Environment & Transportation
Unit/Section:	Highway Operations - Street Works East
Location:	Ashford
Grade:	KR11
Responsible to:	Highway Manager

Purpose of the Job:

To lead a team and manage all Street Works activity in one of three areas in Kent (East, Mid or West) 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 Compliance & Performance 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

Corporate Responsibilities

All Corporate Directors and managers have an explicit responsibility to deliver the collective agenda of the County Council. These are fundamental elements of their role not an addition and are summarized as follows;

Whole Council

- Seek to improve the lives of residents in Kent
- Take an active role in promoting and ensuring the Council's responsibilities for safeguarding are met.
- Understand, communicate and contribute to the delivery of KCC's strategic aims
- Meet statutory obligations
- Advise elected members and support the democratic process
- Promote the Council brand and enhance the overall reputation of the Council
- Understand and monitor the measures of performance, including customer insight, which define successful outcomes for KCC services.

Integration of Services

- Focus resources where they have the biggest impact
- Deliver services that are flexible and adaptable
- Integrate services within KCC and work with partner agencies to ensure a seamless customer experience
- Fully and inclusively engage all staff in the delivery of services, demonstrating the Council's leadership values and competencies.

Embedding Commissioning and Engaging relevant markets

- Establish an outcome focused organisation
- Meet the financial regulations and standing orders of KCC
- Challenge the status quo
- Ensure all services are delivered with appropriate reference to the market
- Proactively and continuously seek to improve service delivery
- Proactively manage risk to avoid inertia whilst not exposing the Council to needless and avoidable challenge or loss
- Overcome professional and service silos to achieve the County Council's objectives.

Managing Change

- Understand and support the Authority's overall change agenda
- Deliver required outcomes of service specific change on time and to budget
- Understand the quality of staff, support their development, nurture those with talent
- Identify the skills for the future and the level of staff through robust workforce planning
- Deliver to agreed budget and income targets.

Kent County Council

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	<p>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.</p>
EXPERIENCE / KNOWLEDGE	<p>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 Street Manager 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</p>
SKILLS AND ABILITIES	<p>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</p>
BEHAVIOURS AND KENT VALUES	<p>Open Act with integrity, honesty and transparency Demonstrate healthy attitude to risk Welcome and expect change and evolving technology Work in new ways Be willing to learn Work as a whole council Treat people fairly and with respect Invite contribution and challenge Work collaboratively to find new solutions Innovate Put the interests and wellbeing of customers first Be open to challenge Actively encourage and expect contribution Accountable Do more for yourself Take personal and professional responsibility for your actions and performance Deliver at pace Look for ways to save money Look for commercial opportunities Focused on outcomes</p>