

## Kent County Council

### Job Description: *Senior Network Performance Manager*

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Directorate:	Growth, Environment and Transport
Unit/Section:	TRA – Transportation – Traffic Management
Location:	Flexible
Grade:	KR 11
Responsible to:	Network Manager

#### Purpose of the Job:

Lead on the analysis and review of activities and occupations of the highway network to identify performance issues and recommend solutions for improvement.

#### Main duties and responsibilities:

- Support the Traffic Manager and Network Manager, in liaison with Streetworks teams, to ensure the impacts of all proposed works on the highway, including those delivered by 3<sup>rd</sup> parties (i.e. developers) are minimised and always consider the expeditious movement of all users of/over the public highway including public transport and sustainable transport options.
- Supervise a network performance team to monitor, identify and analyse issues on the network and work closely with the members of the Traffic Management team and other stakeholders to develop a variety of solutions or mitigations, to maximise the performance of the existing highway network and improve journey time reliability.
- Work collaboratively with the Streetworks Managers and Streetworks Compliance Manager to ensure network co-ordination activities follow legislation, statutory guidance and best practice, to minimise impact on the availability of the highway network.
- Lead the work with the KCC public transport team and transport operators to meet the requirements and objectives in relation to Network Management that are set out in Kent's Bus Service Improvement Plan. Chair the public transport Punctuality Improvement Partnership meetings.
- Lead, working with members, Kent Police, transport/freight associations and other key stakeholders, on potential options for improved freight management on the road network in Kent, supporting its vital role in the economy, whilst mitigating some of the negative impacts it can have on Kent's communities. This includes the continued operation of Kent's Lorry Watch and the development of other freight projects.
- Keep abreast of legislation concerning the Network Management Duty and support the Traffic Manager and Network Manager in preparing any of Kent's responses to national consultations. The post holder will also contribute to policy development and implementation.

- To prepare reports and give evidence on matters within the scope of the service for presentation at public Inquiries, Member Reference Board and working groups and to attend as required.
- Supervise and motivate a team of network performance officers ensuring measures /targets are in place and monitored to help understand and improve outcomes and service levels remain high, making the best use of available resources.
- Ensure prompt Investigation and response to enquiries and complaints raised by staff and customers.

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

## Kent County Council

### Person Specification: *Senior Network Performance Manager*

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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
<b>QUALIFICATIONS</b>	<ul style="list-style-type: none"><li>• Relevant degree or professional qualification (or equivalent in experience).</li></ul>
<b>EXPERIENCE</b>	<ul style="list-style-type: none"><li>• Proven experience in data analysis, traffic and performance management.</li><li>• Experience of leadership of a team.</li><li>• Project management experience.</li><li>• Proven experience of working with partners, managing conflicting priorities.</li></ul>
<b>SKILLS AND ABILITIES</b>	<ul style="list-style-type: none"><li>• Ability to communicate effectively in all ways (written and verbal), with good presentation and negotiating skills.</li><li>• Flexibility and the ability to work well under pressure with conflicting priorities and deadlines.</li><li>• Proven ability of interpreting and presenting technical data to make recommendations for implementation of initiatives to drive performance improvement.</li><li>• Ability to liaise with senior officers and members and able to see the 'political' angle as well as the strategic and operational issues.</li></ul>
<b>KNOWLEDGE</b>	<ul style="list-style-type: none"><li>• Understanding of national and local transport policies related to network performance and traffic management, including relevant legislation such as the 2004 Traffic Management Act and the New Roads and Street Works Act.</li><li>• Knowledge of leadership skills and principles of line and performance management.</li><li>• Understanding of the role and responsibilities of the Highway Authority and of Local Government.</li></ul>

**KENT VALUES AND  
CULTURAL  
ATTRIBUTES**

Kent Values:

- 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

Our values enable us to build a culture that is:

- 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

(If this document is being used for recruitment purposes, examples of Behaviours which support the Kent Values will need to be demonstrated within the context of this post)