

Kent County Council

Job Description: *Network Performance Manager*

Directorate:	Growth, Environment and Transportation
Unit/Section:	TRA - Transportation – Traffic Management
Location:	Flexible
Grade:	KR10
Responsible to:	Network Manager

Purpose of the Job:

Support the Senior Network Performance Manager to undertake analysis and review of activities and occupations of the highway network, to identify performance issues and recommend solutions for improvement, utilising all the data sources available.

Main duties and responsibilities:

- Undertake analysis and review of the performance of the county's road network, using various data sources, to identify and recommend potential solutions for improvement.
- Undertake stakeholder engagement to assist in the understanding of where congestion issues occur, where bus punctuality is impacted or Streetworks severely impact the road network. The role will provide professional traffic and performance advice to the Traffic Management team, highways teams and key stakeholders.
- As part of network management monitoring and analysis, identify potential mitigations to improve the highway, working collaboratively with the Highway Project Managers and Senior Network Performance Manager. Liaise with other highways teams to utilise their resources and expertise to identify funding opportunities to deliver improvements. This may also include identification of new sites that may be suitable for Moving Traffic Enforcement, delivering benefits to the network and highway user.
- Support the development and implementation of processes to improve service delivery, drive efficiencies or improve the road network performance. The role will act as a subject matter expert in network performance, utilising key data streams such as the Kent Traffic Model, and support the Senior Network Performance Manager to drive improvements or resolve issues with those data streams and take advantage of any new technological developments.
- Work closely with district and boroughs to support new parking schemes and in respect of potential new bus priority schemes (with Public Transport input). Through evaluation of the wider network benefit, prioritise schemes and measures accordingly.

- Support the Senior Network Performance Manager, working 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. The postholder may deputise as chair public at Punctuality Improvement Partnership meetings.
- Support Freight Management activity including the continued operation of the Lorry Watch scheme and provide project support to developing new freight policies or schemes.
- Communicate with stakeholders at all levels including multi agency partners, Councilors (Parish, District and County), MPs, public transport providers, senior managers as well as members of the public.
- 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.
- Help to identify new and monitor key existing indicators and report progress against targets to ensure we understand and improve service delivery
- Ensure timely investigation and responses to enquiries or 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.

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Person Specification: *Network Performance 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	<ul style="list-style-type: none">• Relevant academic qualifications at degree level or equivalent.
EXPERIENCE	<ul style="list-style-type: none">• Proven experience in data analysis, traffic and performance management.• Experience of developing good working relationships with a wide range of internal and external bodies and customers as part of developing effective service delivery.• Experience in the preparation, writing and submission of committee and management reports.
SKILLS AND ABILITIES	<ul style="list-style-type: none">• Strong analytical, numeracy and IT skills.• Demonstrable project management skills, with ability to resolve problems.• Ability to build effective and productive working relationships with colleagues, external agencies and members• Organised and self-motivated, with ability to prioritise work.
KNOWLEDGE	<ul style="list-style-type: none">• Good understanding of legislation and codes of practice as they relate to the role (e.g. Traffic Management Act 2004).• Good understanding of project and contract and procurement management.

**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)