



**ROLE PROFILE: SERVICE MANAGER (COMMISSIONING) HC12**

**JOB TITLE: Group Manager – Highway Asset Management**

**ROLE PURPOSE:**

The purpose of the role is to lead diverse teams of technical/professional staff across a number of discrete service areas to client manage, provide advice and specialist support to a service area/provider. This will include being the council's day-to-day senior specialist and client representative for the services commissioned within remit

**ACCOUNTABILITIES SPECIFIC TO THIS ROLE**

*(Identify any project management responsibilities)*

1. To be accountable for ensuring the effective commissioning of Highways to ensure corporate priorities are achieved.
2. To be responsible for enabling the delivery of service objectives through giving guidance and direction to partners and suppliers within the commissioning framework, through contracts and/ or partnering arrangements for the service area.
3. To be the technical expert in providing relevant technical and engineering advice and services to support corporate projects.
4. To be responsible for leading and managing the commissioning of significant budgets in excess of £10 million per year.
5. To be the technical expert in relation to providing advice to Members regarding the delivery of major projects.
6. To lead the Highway Asset Management Team responsible for the asset management of the public highway and public rights of way networks across Herefordshire, working with the Public Realm Contractor and Highways Framework Contractors and others to ensure that the highways programme is delivered and that performance outcomes and financial targets are being achieved and asset management techniques followed.
7. To lead the teams responsible for Highway Asset Management and Technical Support to ensure highway and public safety is maintained and that opportunities for improvement are secured through development processes.
8. To deputise for the Head of Service when required.
9. To be responsible for ensuring appropriate advice to members in relation to Highways and contribute to supporting locality working.

<p><b>ACCOUNTABILITIES</b></p> <ol style="list-style-type: none"> <li>1. Working autonomously, under direction as and when required, to lead teams with diverse responsibilities, where external representation is a significant part of the role, to provide advice, analysis and support to the service area, focusing on the needs of the defined localities within Herefordshire.</li> <li>2. Monitor and manage contracts and commissioning arrangements, influencing providers to meet targets and enhance services.</li> <li>3. Designing service plans covering 2-3 years to deliver, manage and monitor the use of available financial, physical and human resources, making efficiency savings as required.</li> <li>4. Act as a specialist technical reference for the service and its customers, maintaining and applying an up-to-date knowledge of expertise area.</li> <li>5. Co-ordinate and integrate council resources and associated functions to manage both routine and significantly complex business issues and risks to meet agreed service standards.</li> <li>6. Commission customer requirements based on analysis across localities and inform service specifications.</li> <li>7. Implementing better ways of working to improve policies, systems, practices and procedures.</li> <li>8. Participate effectively and contribute to corporate programmes to help deliver change management and service improvements.</li> </ol>	<p><b>SKILLS, KNOWLEDGE &amp; EXPERIENCE</b></p> <ul style="list-style-type: none"> <li>• Track record of enabling service provision and specialist technical guidance in a public service environment.</li> <li>• Experience of operating within a commissioning role to successfully ensure the delivery of outcomes.</li> <li>• Experience of service design and quality improvement.</li> <li>• Ability to identify trends and develop new concepts.</li> <li>• Experience of developing and managing networks in a partnership environment, including working knowledge of partnering/ contract management.</li> <li>• Experience of managing staff, budgets across different service areas.</li> <li>• Evidence of changing the motivation and behaviour of people at a senior level both internally and externally.</li> <li>• Significant professional experience with an excellent professional, technical and developmental record in a relevant technical area that is public service focused, including relevant specialist knowledge over a range of procedures underpinned by theory, acquired through qualification to Qualifications &amp; Curriculum Framework Level 5 for specialist knowledge and managerial knowledge or equivalent experience for both.</li> </ul> <table border="1" data-bbox="1123 1079 2151 1378"> <tr> <td data-bbox="1123 1079 1594 1378"> <p><b>Employees and culture</b></p> <ul style="list-style-type: none"> <li>• Employee engagement</li> <li>• Co-operation</li> <li>• Concept formation</li> <li>• Change management</li> </ul> </td><td data-bbox="1594 1079 2151 1378"> <p><b>Relationships</b></p> <ul style="list-style-type: none"> <li>• Influence</li> <li>• Level of understanding by others of information provided</li> <li>• Peer and partnership feedback</li> </ul> </td></tr> <tr> <td colspan="2" data-bbox="1594 1378 2151 1378"> <p><b>PERFORMANCE MEASURES</b></p> </td></tr> </table>	<p><b>Employees and culture</b></p> <ul style="list-style-type: none"> <li>• Employee engagement</li> <li>• Co-operation</li> <li>• Concept formation</li> <li>• Change management</li> </ul>	<p><b>Relationships</b></p> <ul style="list-style-type: none"> <li>• Influence</li> <li>• Level of understanding by others of information provided</li> <li>• Peer and partnership feedback</li> </ul>	<p><b>PERFORMANCE MEASURES</b></p>	
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<p>9. Manage others, setting clear goals, and deliver a coherent approach to staff development and training within the service area to continuously improve performance.</p> <p>10. Establish and maintain good working relationships with internal colleagues, and represent the council on appropriate forums where required.</p> <p>11. Understand and meet all required legislation and governance to deliver the required standards.</p>	<p><b>Customer Service</b></p> <ul style="list-style-type: none"><li>• Quality and timeliness of advice/ service provided</li><li>• Customer satisfaction/ service quality</li></ul>	<p><b>Value for Money</b></p> <ul style="list-style-type: none"><li>• Cost reduction</li><li>• Service improvement</li></ul>
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## LEADERSHIP BEHAVIOURS

### Trust

Developing and maintaining relationships based on a culture of transparency and open communication. Supported by integrity and the confidence that you are reliable and fulfil commitments.

### Honesty

Demonstrating truthfulness, integrity, and transparency in all communications, decisions, and relationships. Being trustworthy, reliable, and accountable for your actions. Acting with sincerity and fairness, even in challenging situations.

### Responsibility

Taking ownership of individual and collective actions, decisions, and delivering on commitments. Being reliable, fulfilling obligations and being accountable for outcomes and results. Proactively contributing to the achievement of your own, the team and council goals.

### Inclusivity

Working in partnership and with all our diverse communities. Embracing diversity, equity and inclusion by recognising and valuing the unique perspectives, backgrounds and experiences of our staff, customers and residents. Creating an environment where every individual is valued, respected and can belong.

### Value

Upholding high standards, ethics and integrity to guide our actions and decisions. Demonstrating commitment to creating and delivering value in our work by recognising and appreciating each other, our resources, processes, customers, community and environment.



### **Empathy**

Demonstrating a genuine and caring understanding of others' feelings, perspectives, and experiences. Listening attentively, acting with compassion, supporting with respect and kindness and considering the impact of our actions on others.

### **STATUTORY DUTIES (service specific must be completed before the Role Profile is valid)**

National Parks and Access to the Countryside Act 1949

Countryside Act 1968

Highways Act 1980

Wildlife and Countryside Act 1981

Road Traffic Regulation Act 1984

Rights of Way Act 1990

Countryside and Rights of Way Act 2000

Traffic Management Act 2004

The Construction (Design and Management) Regulations 2015 (CDM 2015)