



## Job Description

**JOB TITLE:** Head of Service - Peterborough Highway Services

**REPORTS TO:** Director – Growth & Regeneration

### Job Purpose

To be accountable for the commissioning and delivery of all highway and transport services through the strategic Peterborough Highway Services partnership, including:

- The Council's statutory role of Local Highway Authority
- The management of council staff and commissioning of contracts, services and projects

To hold lead responsibility for the commissioning of highway and transport services

To have overall responsibility for commissioning and leading the service in developing, negotiating and performance managing internal and external stakeholders, ensuring that services are delivered and procured within budget, local and national policies, and legislation.

To maximise transport infrastructure investment in Peterborough through working with the Local Enterprise Partnership, Highways Agency and Government, to maximise the delivery of new homes and employment opportunities for Peterborough citizens.

Accountability for ensuring that the Peterborough highway network and associated assets are maintained to a safe standard and that any inconvenience to road users is minimised.

To be a fully participating member of the Directorate Management Team, driving strategy and performance and championing the delivery of the Directorate vision with all stakeholders.

Play a key role in the development of the Directorate business plan, providing expert input, recommending the most effective models of service delivery, including where necessary service re-design.

### Organisation

The post reports to the Director of Growth and Regeneration.

### Areas of responsibility:

The Head of Service of Peterborough Highway Services is responsible for leading and managing teams that deliver the following work streams:

- Management of the Peterborough Highway Services contract
- Transport policy and strategy (including LTP & LTTS)
- Securing major scheme funding (including through Department for Transport, Greater Cambridge & Greater Peterborough Local Enterprise Partnership, and Local Transport Body)
- Major scheme design, commissioning and implementation

- Sustainable transport including Travelchoice
- Capital and revenue transport programme delivery
- Highway development control
- Intelligent traffic systems and traffic management
- Street lighting
- Passenger transport including contracts and concessionary fares
- Highway network management and maintenance
- Highway asset management
- Streetworks management and co-ordination
- Bridges and structures
- Public rights of way
- Management and maintenance of former housing land asset
- Winter service
- Management and maintenance of watercourses and drainage
- Lead Local Flood Authority function
- Management of shared service provision with other local authorities e.g. Cambridgeshire and Rutland County Councils

The Head of Service of Peterborough Highway Services has lead accountability for delivering cost effective highway and transport services. This includes working with partner agencies to secure investment in transport infrastructure, and working with partner local authorities on cross boundary transport infrastructure schemes.

### **Financial responsibility**

The Head of Service of Peterborough Highway Services is responsible for a wide range of demand-led budgets that total approximately £50M.

### **Staff**

Responsible for 5 direct reports with the staffing numbers totalling 46. These staff are split across two operating sites.

### **Principal Accountabilities / Responsibilities**

- Ensure Peterborough Highway Services has clear strategic direction with coherence between functions and responsibilities, established through service and organisational plans and within the resources allocated with the aim of achieving business objectives, enabling transformation and delivering performance improvements.
- Act as the Council's service lead on all highway and transport issues, including the Council's statutory roles as Local Highway Authority and Lead Local Flood Authority, delivering innovative and high quality services.
- Act as policy advisor on transport strategy, providing clear and objective advice to the Director of Growth and Regeneration on matters of policy including the development / implementation of appropriate strategies to meet the Council's statutory obligations such as the Local Transport Plan and Long Term Transport Strategy.
- Support the Director of Growth and Regeneration to lead Peterborough's growth agenda for the Council by ensuring that policy, operational and commissioned service delivery maximises development and investment opportunities.
- Ensure that all the Council's statutory obligations relating to highways and transport are met.
- Manage passenger transport services and ensure high standards of performance are met across these services and contracts.
- Ensure the delivery of the Council's public realm strategy and transport capital programme.
- Maximise income from external grants to deliver new infrastructure

- To undertake any other duties and responsibilities (including taking a lead responsibility for particular issues and projects) as may be required by the Director of Growth and Regeneration.

### Leadership

- Lead the Peterborough Highway Services Management Team and contract, supporting it to effectively manage the resources of the team (within budget) and ensure delivery of corporate priorities and client requirements.
- Actively encourage innovation and creativity across the services managed and commissioned, pushing boundaries to improve efficiency, provide value for money and achieve new ways of working.
- To deputise for the Director of Growth and regeneration as required.
- Responsible for the managerial leadership of those services and functions that are set within the direction of this post as well as for Council services corporately;
- Promote managerial responsibility for cross-organisational team working, and across boundaries with other agencies and partners, to improve services and solve problems in a coherent and integrated manner;
- Ensure that relevant and best professional advice, guidance and information is available in an intelligible and timely fashion to the Cabinet, Scrutiny, all elected Members, as well as to other stakeholders.
- Sustain and improve the overall reputation of the Council and act in the best interests of Peterborough through effective representation locally, regionally and/or nationally;

### Performance and Risk Management

- Develop and implement performance and outcome management of the services managed and commissioned to achieve the Council's strategic priorities in terms of partnership working and collaboration, the quality of engagement with local communities and businesses, significantly increasing the Council's visibility as a strong strategic leader and catalyst for investment.
- Ensure full compliance with the relevant legal, financial and procurement requirements and frameworks across the Council.
- Develop and embed a performance culture that delivers results through rigorous open challenge, personal accountability, disciplined execution and continual improvement;
- Ensure that all services/functions are delivered within and to budget and meet any identified and agreed savings targets;
- Provide managerial leadership to the improvement of corporate and service performance by ensuring that resources are targeted on the Council's priorities and meeting customer needs;
- Improve the overall management of resources [financial, human and other] in serving the public of Peterborough.

### Financial Management

- To continually review and reshape service delivery to achieve financial efficiencies and maximize opportunities for income generation, whilst maintaining the highest standards of service delivery
- To commission and performance manage commercial clients, providers and partners to maximise income and minimise service delivery cost to the Council.
- Directly responsible for a budget of £50m.

### Job Knowledge/ Skills/ Experience

- Qualified to degree level, or equivalent by experience.
- A relevant management or professional qualification and membership of a relevant professional body are desirable. This would include but is not limited to a CIHIE, CIHT or CSCS
- Detailed knowledge and understanding of law, procedures and guidance in relation to the council's full range of statutory functions as Local Highway Authority
- Evidence of successfully working in a head of service role across a number of highway and transport functions, in a complex stakeholder environment (either in local government or other large and complex organisations).
- Experience of successfully managing large, multi-faceted infrastructure proposals and projects within a complex, political, multi discipline, multi-cultural environment.
- Evidence of ability to win and retain new clients and a track record in successfully securing consensus through negotiation.
- Practical experience of working in the following areas is essential: -
  - customer-facing service operations
  - service improvement programmes
  - transport and highways
- Proven experience of influencing regional and national policy, including funding allocations, to benefit local priorities.
- Experience of contract specification and supervision and cross functional project working.
- Proven track record of strategic policy formulation, decision making and resource allocation and of problem solving and meeting objectives at a directorate level.
- Evidence of successful partnership development or delivery through partnerships including an ability to work with local partners to develop joint strategies for implementing government requirements and local service.
- Demonstrated evidence of significant service improvement through managing change including staff engagement, capacity building, workforce modernisation and organisational reform.
- Experience of working effectively in a political environment and of winning the confidence of elected members.
- Significant experience of the preparation, management and control of budgets for a complex service area, ensuring prioritising and targeting of resources to achieve maximum value for money and income generation.
- Experience of driving performance management using appropriate quality and management methods and models to deliver efficient and effective services through collaborative working.
- Evidence of personal commitment to diversity in the workplace and in the shaping of service outcomes.
- An ability to relate to and win the confidence, trust and respect of Members, colleagues, partners and the wider community.
- Excellent management and leadership skills, which encourage commitment from others and promote a positive, motivated service culture.
- Excellent communication skills and the ability to communicate complex information both orally and in writing in a clear articulate and balanced way to a variety of audiences.
- Excellent negotiation skills and an ability to influence outcomes through reasoning, persuasion and tact.
- Strategic and logical thinker and decision-maker able to provide practical and creative solutions to the management of partnership and directorate issues.
- High intellectual and analytical abilities; able to assimilate and analyse information quickly,

identifying issues, priorities and solutions and using effective models, techniques and resources to resolve issues.

- Strong financial and budgetary awareness with the ability to manage finance and wider resources within a strong performance management culture.
- Ability to use information technology to improve service delivery and reduce costs.
- Demonstrable continuous development and improvement of own leadership and professional practice.

### **Political Restriction**

This post is politically restricted under the Local Government and Housing Act 1989, as amended by the Local Democracy, Economic Development and Construction Act 2009 and the post holder may not have any active political role either in or outside work.

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