



Job Description

Job Title	Highways Maintenance Manager
Directorate	Neighbourhoods & Housing
Service Area	Transport & Highways
Grade	Grade 10
Competency Level	2
Salary	£51,576 - £56,951
Job Type	Hybrid
Location	Liverpool (Citywide)
Disclosure and barring service (DBS)	N/A
Job Evaluation Ref No	

Job Purpose

To provide technical and managerial support to the Highways Maintenance Team. To ensure effective procurement and delivery of the highway's maintenance works and projects are delivered through partnership and contractual arrangements that provide effective, quality and value for money schemes and services.

Directly Responsible For:

Reactive Maintenance Manager and Senior Engineer – Planned Maintenance
Plus, indirectly responsible for Highway Maintenance staff



Directly Responsible To:

Head of Highways Management

Main Areas of Responsibility:

- To participate in fully embracing and developing corporate and central government initiatives to enable the City Council to deliver its services with full public participation
- Working as part of a senior management team, support the Head of Highways Management with the development of Highways Management Policy
- Where necessary lead on the development of policies that are specific to Reactive & Planned Maintenance
- Work to interpret wider Highways policies to develop Reactive and Planned Maintenance processes and to find solutions to more complex and challenging issues that have been escalated for a senior management decision
- Lead on the implementation of any new statutory regulations specific to Reactive & Planned Maintenance and ensure that policy is updated to reflect these changes
- Work closely with the Highways Development Control Manager and Asset Manager to ensure that all operational policies and procedures within Highways Management integrate together to ensure smooth delivery
 - Negotiate and persuade on highly complex Reactive & Planned Maintenance escalations to find agreeable solutions that will minimise risk, cost and delay
 - Work closely with many stakeholders – some who might not have expertise in this area – to resolve contentious issues that cannot be resolved through following or applying legislation
 - To monitor, manage and ensure best value procurement and delivery of highway reactive maintenance works, delivered through highway partnerships and contracts. Ensuring that works are delivered efficiently, to agreed



budgets, timescales and quality standards, leading to the achievement of Corporate, Service and Team plans and targets, as directed.

- Manage, monitor and support the partnership contractual arrangements for reactive maintenance
- Review and identify solutions for any emergency highway maintenance issues which may arise
- Review and amend as required the procedures adopted by partners and contractors.
- Review and report to senior managers, on the performance of the contractors, and work with contractors to identify and agree solutions to underperformance when required.
- Review and amend as required, highway improvement works implementation to ensure specifications are met and fit for purpose.
- Undertake benchmarking and implement best practice to improve service delivery.
- Respond to all enquiries on highway related issues.
- Provide highways maintenance input into all proposed highways schemes, to identify any maintenance issues and the impacts
- Responsible for all highway inspections, to ensure they are in line with our agreed inspection policy, delivering a robust defence against claims in line with S58 Highways Act 1980
- Responsible for all enforcement activity on the highway network
- Manage and monitor the Highways reactive maintenance budget, ensuring orders are raised, and spend is monitored.
- Responsible for the overall delivery of the winter maintenance programme from a client perspective, ensuring the right level of cover for the duty officer's role
- Liaise with service areas that interact with the delivery of Highways Services, including Planning, Communities, Environmental Health, and other street-based services



- Assess and challenge highway maintenance and capital project proposals, for continuous service delivery improvements.
- Provide technical advice on highway related issues, including assisting in securing the appropriate Development Control funding and construction standards, input into the preparation, implementation and review of current and future Local Transport Plans and other such policies
- Assist in the delivery of other Transport & Highways Services as directed by senior managers.
- Plan for the development of existing and implementation of new procedures, systems and equipment to deliver continuous improvement and Best Value
- To attend meetings, presentations, exhibitions etc when required as a representative for the service and Directorate.
- Monitor and provide information to the Team Leader and other senior managers/clients on highway maintenance and improvement projects
- Strive to improve communication both within and outside the team and the Directorate.
- Ensure that all appropriate design standards and procedures are followed including procurement regulations and financial rules
- Manage, support, organise, motivate, train and develop staff within the team, thus maximising personal and team development
- To develop the City Council's commitment to equal opportunities and to promote non- discriminatory practices in all aspects of work undertaken
- To participate in all aspects of training and personal development. Use all learning opportunities to develop personal skills necessary to improve effectiveness, efficiency and delivery of service in recognition of the Directorate's and Division's business and service targets
- This job description is not intended to be either prescriptive or exhaustive, it is issued as a framework to outline the main areas of responsibility at the time of writing



Supervision and Management Responsibility:

- Ensuring activities are planned to include meaningful one to one conversations, quality annual appraisals and regular workforce planning and development.
- Manages performance and behavioural issues effectively
- To provide motivational leadership and champion effective customer-focussed services across your areas of responsibility, setting standards to ensure clarity of vision and ownership and pride in service provision. To encourage, coach, train and develop individuals and teams to enable them to maximise their capacity and facilitate effective delegation
- To ensure the efficiency, effectiveness and quality of services, within your area of responsibility, through the performance management of individuals and teams

Budget and Financial Responsibility:

- Being fully accountable for the effective management and control of delegated capital and revenue budgets in the delivery of the Council's strategic objectives and policies.
- Complying with all statutory requirements, Standing Orders and Financial Regulations of the City Council, and being responsible for making sure that all those you manage also comply with such requirements.
- Maintaining a close control of their delegated revenue and capital budgets, stewardship of assets and reporting any financial risks.
- Maintaining up to date financial records on the Corporate Finance System.
- Have regard for and use of relevant performance and financial benchmarking data as part of business planning to identify opportunities for improved value for money.



- Bringing to the timely attention of the relevant line manager any material issues that might impact on the financial performance or financial management arrangements of the Council.

Social Value Responsibility:

- Drive for social value through all activities, ensuring wider social, economic and environmental benefits for the council, residents and communities.

Physical Demands of the Job:

Generally, office based but also site visits will be required, possibly outside normal office hours and during adverse weather conditions

Corporate Responsibility:

- Contribute to the delivery of the Council Plan.
- Delivering and promoting excellent customer service, externally and internally.
- Making the council a great place to work, living the council's values, actively engaging in regular communications including team meetings, undertaking training as required and being responsible for managing own performance.
- Develop the City Council's commitment to equal opportunities and to promote non-discriminatory practices in all aspects of work undertaken.
- To ensure that all work functions are undertaken in accordance with health and safety legislation, codes of practice and the City Council's safety plan.

Competency Framework:

We operate a competency framework, a set of core behaviours which define how we are expected to approach our work, how we perform in certain situations and how we treat each other. Each competency details the standards of behaviours and skills



required by all staff and this in turn supports delivery of our aim and our council plans linking them together with our values.

The post holder will be required to demonstrate the ability to perform at the following competency level 2.

The competency framework can be found here.

<https://liverpool.gov.uk/media/1361774/competency-framework.pdf>

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Personal Specification

Assessment methods used: I = Interview, P = Presentation, A = Application, E = Exercise, T = Test, AC = Assessment Centre

Qualification and training

Essential

- Possess a formal qualification or degree in a relevant discipline (A/I)

Desirable

- Membership of a relevant Institution (A/I)
- Management qualifications/ formal management training (A/I)

Experience

Essential

- Extensive technical experience in a relevant discipline (A/I)
- Significant senior management experience
- Extensive knowledge of Highway related functions (A/I)
- Experience of working with partners and contracts (A/I)
- Experience of managing and delivering major highways maintenance contracts (A/I)

Desirable

- Experience of working in a value for money environment (A/I)



Skills/Abilities

Essential

- Ability to work with and harness the output from the team and other partners (A/I)
- Problem solving skills (A/I)
- Ability to be flexible and adapt to new initiatives and policies (A/I)

Desirable

- Effective communication skills, both verbal, written and through presentations (A/I)
- Ability to prioritise workload to meet deadlines (A/I)
- Experience in monitoring and controlling resources (A/I)
- Project management (A/I)
- Ability to develop solutions to improve productivity (A/I)
- Ability to deal in a considerate manner with the public, Councillors and other officers (A/I)
- Good time management and organisational skills (A/I)
- Experience of working with community groups, businesses, and the public (A/I)

Commitment

Essential

- An understanding of and a personal commitment to the Vision and Values of Liverpool City Council (A/I)
- Adaptable, flexible and capable of team and individual working (A/I)
- Able to attend evening Committee, public and other work-related meetings (A/I)



Desirable

Other

Essential

- A Working understanding of budget and finance systems (A/I)
- A Working understanding of highway legislation (A/I)

Desirable

- A working understanding of Best Value (A/I)