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Job and Person Profile

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| **Job title** | Rights of Way Manager |
| **Job Reference** | 12958 |
| **Grade and Salary** | 6 - £38,223 per annum (pro rata if part time)  This role includes performance related pay progression |
| **Directorate** | Growth, Highways & Infrastructure |
| **Service area** | Natural and Historic Environment |
| **Team** | Rights of Way and Access |
| **Location** | Endeavour House, Russell Road, Ipswich, IP1 2BX or Halesworth Service Delivery Centre, Blyth Road Industrial Estate, Halesworth, IP19 8EN or Rougham Service Delivery Centre, Rougham Industrial Estate, Roughasm, IP30 9ND |
| **Hours per week** | 37 |
| **Status** | Permanent |
| This role offer may the following flexible working options | * *Working part time hours (eg different hours/days to those advertised)* * *Job sharing* * *Working compressed hours (eg a nine-day fortnight)* * *Term time working (including partial term-time working)* * *Use of flexitime / time off in lieu* * *Hybrid working options including some home workiing* * *Working from different Council buildings* * *Working adjusted core hours (eg starting later and finishing later or other patterns)*   Please speak with the contact on the advert to discuss your preferences and learn more about the options that can be offered. |

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| **Main purpose of the job** |

To lead a team of Rights of Way staff in the delivery of work to maintain and protect the existing access network, including protecting the public’s right to use it and managing the physical condition and assets of the network. This will include managing and responding to direct customer reports, specifying and managing the delivery of maintenance and capital works, engaging with landowners and the public to resolve issues and undertaking enforcement action where required.

The role will include responsibility for associated physical and information assets, and contractor, staff and records management.

This is 1 of 2 Rights of Way Manager roles.

The RoW Manager will have day to day responsibility for ensuring the rights of way network within their area of responsibility is open, maintained, and available for use. Working with their team they will monitor reports from the public, events impacting on the network and ongoing situations arising from these, using the tools at their disposal to address and resolve these as appropriate. Through their team they will maintain knowledge and understanding of the network and relations with local stakeholders, users and landowners as far as possible. They will use this to inform service-wide assessment of pressures and opportunities and feed into monitoring and review of the Green Access Strategy.

They will work closely with the other RoW Manager and RoW Operations Manager to deliver an effective operational Rights of Way service across the county, responding to changing demands and priorities as necessary, and as members of the RoW and Access management team will work to ensure that staff, customers, stakeholders and partners continue to experience a single, coherent, joined-up Rights of Way and Access service.

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| **About the team** |

The role is based within the Natural & Historic Environment team of Growth, Highways & Infrastructure. The role will involve close working with the other Rights of Way Manager role and the Rights of Way Operations Manager to lead and manage the operational Rights of Way service. The role will be part of the Rights of Way and Access Management Team.

The role will involve working with a wide range of external stakeholders, including local communities, farmers and landowners, contractors, access and recreational user groups and networks.

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| **What you will be expected to deliver in the role** |

**Day to day tasks may include:**

* To prepare, direct and manage work programmes and projects, through staff, contractors and volunteers, to required standards, including associated budget management and application of associated regulations (eg CDM)
* To deliver the effective protection of the public's rights to use the rights of way network including statutory enforcement, determining priorities and leading high profile and complex enforcement cases including prosecution
* To lead and direct the work of other operational Rights of Way staff in monitoring and responding to daily customer reports, ensuring liaison with colleagues and dealing with members of the public, landowners, parish councils and councillors
* To line manage and support other staff in fulfilling their responsibilities and their career and personal development goals
* To lead specific project delivery (eg establishment of England Coast Path) or county-wide activity to develop/ support operational capability and effectiveness (eg implementation of accessibility standards) as required
* To provide input to planning and development cases, either directly or through team, in line with defined RoW planning and development business processes
* To act as a local champion for the rights of way and access network, working with a wide range of partners to promote its use and benefits
* To identify and actively develop opportunities to improve the rights of way network and people’s ability to use it, in line with the ROWIP

Although this list provides examples of what you will be doing it’s not intended to be exhaustive and you will have personal objectives linked to our People Plans and Strategies that will be discussed and agreed with your line manager when you start.

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| **Person Profile – what you will bring to the team** |

**Qualifications and professional memberships**

1. Degree or equivalent experience in a relevant subject area/ discipline

**Values and personal qualities**

1. Demonstrates personal values and behaviours aligned to our corporate [WeASPIRE](https://www.suffolk.gov.uk/jobs-and-careers/opportunities/life-at-suffolk-county-council/our-weaspire-values) values
2. Passionate about making a positive difference for Suffolk
3. Self-awareness of strengths & weaknesses, open to support/ development
4. Flexible and adaptable – ability to adapt and respond to priorities/ opportunities
5. Good networker, comfortable working with/ through others

**Specialist knowledge skills and experience**

1. Detailed knowledge of rights of way and access maintenance and protection procedures and legislation
2. Ability to read and interpret maps from various sources and varying scales with accuracy and attention to detail
3. Experience of managing legal enforcement procedures to protect public rights of way
4. Experience in specification and management of maintenance and capital works, through contractors and volunteers
5. Experience of managing staff and leading a team
6. Well-developed ICT skills, ability to use appropriate software tools and systems required in the role
7. Experience of working through partnership and/or with local communities to deliver projects
8. Ability to work with autonomy in areas of responsibility, able to take initiative, and know when to involve others
9. Proven ability to develop & manage effective relationships, including in ‘conflict’ situations
10. Excellent communicator, able to adapt to variety of audiences/ needs
11. Strong influencing and negotiating skills, particularly in a front-line service context
12. Strong organisational skills, able to prioritise and manage a high volume of work and competing demands
13. Good, clear writing style and attention to detail

**It would also be desirable to have**

1. Good knowledge of related environmental and access issues and legislation
2. Evidence of continuing personal and professional development
3. Membership of relevant professional body

**Travel requirements**

We positively encourage the use of technology to communicate, but in this role, you will need to travel to locations away from your contractual base, so you must either hold a full and current driving licence and have access to personal transport or meet the mobility requirements of the role through other reasonable and suitable means.



At Suffolk County Council our WE ASPIRE values set out the behaviours we expect from everyone in the organisation regardless of who they are, what their role or grade is or where they work.

The values have been developed through feedback and input from employees at the council and underpin how we go about our everyday work. They define us and help us to be the best we can be.

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| **W** | **Wellbeing** – Looking after yourself and each other #oneteam |
| **E** | **Equality** – Respecting, valuing, embracing, and celebrating everyone’s unique differences |
| **A** | **Achieve** – We are the best we can be |
| **S** | **Support** – We work as one team |
| **P** | **Pride** – We are passionate about making a positive difference to the people and place of Suffolk |
| **I** | **Innovate** – We believe that every penny counts and every minute matters |
| **R** | **Respect** – We give and earn respect |
| **E** | **Empower** – We empower, encourage, and motivate |

Visit our [**careers pages**](https://eoce.fa.em3.oraclecloud.com/hcmUI/CandidateExperience/en/sites/CX_3001/pages/11002) for more information on our ASPIRE values.

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In addition to our WE ASPIRE values, we also have a **Customer Commitment** which sets out a number of strong principles that help support high standards of customer service and care that we can all endeavour to consistently demonstrate.

The commitment applies to all roles in the council. We all have customers, whether they are internal or external, and we all have a responsibility for striving to consistently deliver excellent customer service.

Importantly, the commitment also covers our expectations of customers when they contact us and access our services.

**[Click here to view our Customer Commitment.](https://sccrecruit.blob.core.windows.net/assets/SCC/Other-Docs/17.06.2020_%20CUSTOMER_COMMITMENT_POSTER.pdf)**

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| **Guaranteed Interview Schemes** | If you are a care leaver or have a recognised disability, please tell us on your application form and we offer a guaranteed interview for those who meet the essential criteria from the role. |
| **Reasonable Adjustments** | If you have a disability or long-term illness that may prevent you from meeting any of the essential criteria, please contact us to discuss whether a reasonable adjustment can be made.  **Tel: 03456 053 000 Email:** [**recruitment@suffolk.gov.uk**](mailto:recruitment@suffolk.gov.uk) |
| **Parental Leave** | We are happy for you to apply if you are pregnant, on maternity leave, or another kind of long-term parental leave.  If you are the best person, we will wait for you and appoint someone else on a temporary basis if needed. |

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| We offer a fantastic working environment including diverse and active staff networks,  great flexible working options and many benefits, as well as the opportunity to improve the lives of Suffolk residents. Visit the [**Suffolk County Council career website**](https://www.suffolk.gov.uk/jobs-and-careers) to learn more. |