**Job and Person Profile (JPP)**



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| **Job details** |
| **Job title** | Infrastructure Maintenance Commissioning Manager  |
| **Job Reference** | 17668 |
| **Grade and Salary** | 8 – Between £58,270 and £69,413 per annum (pro rata if part time) depending on experienceThis role includes performance related pay progression |
| **Service and Team** | Growth, Highways and Infrastructure – Contract Management and Commissioning |
| **Location** | Phoenix House, 3 Goddard Road, Ipswich, IP1 5NP – Hybrid  |
| **Hours per week** | 37 |
| **Status** | **Permanent**  |
| This role may offer 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 working*
* *Working from different Council buildings*
* *Working adjusted core hours (eg starting later and finishing later or other patterns)*
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| **About us** |

As a modern and effective council, we understand the importance of being flexible and well-connected in the ways we work. We focus our ambitions on doing what’s right for people, our partners and our communities - both now and for the future.

That’s why, as one of the largest employers in Suffolk, we believe in empowering everyone. Through career variety and collaborative working, accessible career paths and professional development.

The support and care we offer encourages and enables you to be the best you can be. To make a meaningful impact on the world around you. To achieve a unique sense of pride in what you do, why you do it and where. **Reimagine the possibilities.**

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| **Main purpose of the job** |

Reporting to the Head of Contract and Commissioning, you will be the asset management lead for all elements of Suffolk’s network of local highways infrastructure.

You will develop, review and implement Highways Infrastructure Asset Management Strategy, Policy and Plans that support well-managed and sustainable highway infrastructure across Suffolk.

You will lead the commissioning of asset maintenance investment and activities to ensure the best outcomes are achieved from available allocated capital and revenue budgets and resources.

You will promote appropriate cultures and behaviours and embed these across your service area, establishing and maintaining strong and effective relationships with a broad and diverse range of stakeholders, including with the Council’s contracted service providers.

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| **Suffolk Highways**  |

Suffolk Highways is a collaboration between Suffolk County Council and private sector service provider(s) to meet the primary objective of maintaining roads and delivering new highway infrastructure in Suffolk.

Personnel from all organisations work as part of an alliance that aspires to be as effective, efficient, respected as possible and at the forefront of highway maintenance and improvement service delivery.

All personnel in Suffolk Highways shall work to a shared set of values and behaviours.

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| **The expected values and behaviours of all Suffolk Highways’ employees** |

* We work together to achieve the best that we can and support one another in our work as one team.
* We look ahead so that we may better inspire each other to continually improve and take pride in what we do and the service that we provide to our customers.
* We make things happen by empowering, encouraging, and motivating our colleagues and by showing respect to all people that we work with and for.
* We collaborate and work as one team to provide the best possible highways service for Suffolk.
* We take responsibility and do what we say we will do efficiently and effectively.
* We act in a professional manner and demonstrate integrity as we strive to resolve problems and achieve positive outcomes.
* We are here for and will communicate clearly with our customers and be considerate to their needs and aspirations.
* We model our values in everything that we do.

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| **General role expectations** |

* Manage yourself and any personnel for which you may on occasion lead by taking responsibility for your own and their personnel development, motivation, performance, behaviour, health, safety and general wellbeing through the application of appropriate policies, procedures and management techniques.
* Plan and be creative in the use of resources through meaningful application of technology, systems thinking, smarter ways of working, time management and project management tools and techniques.
* Think critically and analytically to provide clarity of vision to others, make decisions and recommendations based on sound rationale, and influence the development and implementation of strategies for positive change.
* Be an effective ambassador for Suffolk Highways and deliver meaningful, convincing and motivational communications internally and externally to Suffolk Highways to a wide range of audiences.
* Work collaboratively with others to build relationships and a network of contacts that will deliver the best outcomes for people and places in Suffolk, whilst accounting for and responding to customer satisfaction and future needs.
* Respond to increasing financial pressure by being creative, innovative and cost-focused, exercising strong financial judgement and risk management to secure optimum efficiency savings, cost reductions and profitability without sacrificing service quality.
* Assist the Contract and Performance Manager in proactively shaping and championing well administered highway contracts, embracing best practice and commercialism, to support and provide a quality service.

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| **What you’ll be expected to personally deliver** |

* Apply asset management planning, implementation of asset management plans, risk management, performance improvement and asset knowledge management for all elements of Suffolk’s highway infrastructure;
* With input from assigned asset managers, review the Suffolk Highways’ Highway Infrastructure Asset Management Policy, Strategy and Plan documentation, including those associated with the Emergency Response and Safety Defect Services, particularly against legal, environmental and technological developments and regularly update these to reflect current best practice;
* Effectively communicate to stakeholders Suffolk Highways’ approach to asset management;
* Ensure both planned and reactive maintenance activities are effectively managed and coordinated to provide the optimal mix of activities and works;, so that the most efficient use of budgets can be achieved with the resources available;
* With the Head of Contract and Commissioning, determine the most appropriate apportionment of funds for the maintenance of all forms of highway infrastructure assets;
* Ensure that all commissions are undertaken in accordance with the Highways Services Contract, reviewing and implementing appropriate processes.
* Ensure that the asset managers fulfil all asset management functions (including lifecycle planning, whole life costing, prioritisation of works, valuation and data management) to achieve effective and efficient management of the highway infrastructure assets;
* Ensure systems/procedures are in place to undertake timely, appropriate inspection, testing and assessment for residual life and condition to support the safe use of the local highway network by members of the public;
* Oversee the development of multi-year maintenance programmes which align to policy priorities and performance targets;
* Provide guidance and direction to asset managers as required on resolving more complex infrastructure maintenance issues;
* Work with the Transport Strategy service area to ensure that the Suffolk Highways Design Guide, Conservation Guide and other associated documents are consistent with the HIAM documents, directing amendments as necessary to help minimise future maintenance requirements and costs, seeking optimum levels of sustainability;
* Embrace innovation and identify and develop new SMART technologies that will enhance maintenance regimes and techniques;
* Ensure that the financial practices and procedures applied by Suffolk Highways provide a commitment accounting approach that sufficiently enables commissioners to accurately track expenditure and appropriately manage revenue and capital expenditure;
* Manage escalated issues within team, as appropriate, to ensure reputational risks are managed accordingly, briefing the Assistant Director for Highways Services, relevant Heads of Service and Councillors.
* Provide support, advice, and guidance to the assigned Cabinet Member – preparing briefings, responding to questions and attending meetings for matters relating to asset maintenance commissioning functions and activities.
* Be accountable for delivering and fostering a collaborative approach to service delivery, engaging, and coordinating resources from other teams and the Council’s contracted services where necessary in the effective delivery of asset management activities.
* Undertake and deliver effective line management of direct reports as set out in the Highways Services organogram, supporting the development of staff to embed financial, technical and legal knowledge, customer service values and behaviours, setting clear expectations on good customer service and the standards required from staff in dealing with customers and stakeholders.
* As directed, lead the Council’s response for an assigned Service Delivery Centre area to extreme environmental and weather events (such as snow, highway infrastructure contamination, surface flooding, high winds, area-wide movement restrictions following disease outbreaks), engaging and supporting other teams and the Council’s contracted services as necessary.
* Support Business Continuity for an assigned Service Delivery Centre area working with other teams and the Council’s contracted services as necessary as well as being one of the ‘winter decision makers’.
* Represent the Council at meetings with the public, elected representatives and external organisations on issues related to asset management and maintenance functions.

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 in a relevant discipline (preferably engineering) or equivalent demonstrable experience related to highway infrastructure asset management.
2. Preferably a Chartered or Incorporated Engineer with a relevant professional institute or institution.
3. Diploma in Management Studies, an equivalent management qualification or demonstrable management experience.

**Values and personal qualities**

1. Demonstrates a passion for making a positive difference for Suffolk.
2. Shares our [WE ASPIRE](https://www.suffolk.gov.uk/jobs-and-careers/working-for-suffolk-county-council/our-weaspire-values/) Values and strives to lead by example in relation to these.
3. A strong commitment to fairness and Equality, Diversity and Inclusion (EDI).
4. Strives to continuously improve in everything they do, taking the initiative to learn and develop.
5. Brings creativity into their work through innovation and openness to change.
6. Collaborates well with others and offers assistance and support to colleagues.

**Specialist knowledge skills and experience**

1. Proven experience of successfully managing a range of complex projects in highways maintenance and engineering, and experience of embedding policies and plans effectively across a range of disciplines.
2. In-depth knowledge and practical application of legislation and procedural context relevant to local authority highway services (particularly the Highways Act, Land Winter and Soft Estate Act, New Roads and Street Works Act, Traffic Management Act and the Wildlife and Countryside Act).
3. Working knowledge and practical application of a New Engineering Contract (NEC) term maintenance contract suite of documents, and the commissioning and management of works or activities utilising alternative payment options.
4. Proven financial awareness and commercial acumen, sufficient to enable robust financial management and identification of appropriate priorities and funding assignment.
5. Experience of management, resource and budget management, monitoring and control of the performance of human, financial and physical resources in a political and/or similar organisation, with the ability to anticipate the need to supplement or diminish resource.
6. Extensive experience and in-depth working knowledge of CDM Regulations, safety, health, environmental and traffic management legislation and guidance.

**Interpersonal & Communication Skills**

1. Evidence of providing sound professional advice and building effective, open and honest working relationships in a management position.
2. Strong communication skills (in person and in writing) with an ability to build relationships, be persuasive, negotiate and interact clearly and effectively with senior internal and external clients/commissioners and stakeholders.
3. Experience of working effectively and persuasively with County Councillors, with excellent political awareness (i.e. the role of County Councillors, other local councils and the sensitivity of particular topics) and demand management and an ability to identify and respond to issues which attract public or political interest.
4. Experience of obtaining high levels of performance, internally within teams and individuals and externally with contracted service providers, with strong technical judgement to solve complex problems.

**Relevant Experience**

1. Experience in policy development, implementation and communication, embracing relevant highway sector policies, codes of practice and standards and in accordance with relevant legislation.
2. Experience of working within a customer facing , focused and accountable team.
3. Good working knowledge of confidentiality and data protection requirements in the workplace.
4. Sound financial management skills, including commitment accounting and forecasting and ability to interrogate costs related to work and identify and implement opportunities for efficiencies or reducing cost.

**Additional requirements**

1. Ability to work independently and make frequent decisions without ready access to a manager, including dealing with out of hours activities.
2. A flexible approach to working and demonstrable experience of readily taking on new challenges and responsibilities.
3. Self-motivated team player who can motivate others to achieve objectives.
4. Proactive, forward thinking and, in appropriate circumstances, assertive.
5. Experience of successful high-level collaborative working and risk management, sufficient to challenge current practice.
6. Proficient in undertaking a range of tasks e.g. production of reports, correspondence, documentation, data analysis, interrogation of systems responding to complaints and FOI requests and general correspondence.

If you think you have what it takes to be successful in this role, even if you don’t meet all the criteria, please apply. We’d appreciate the opportunity to consider your application.

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| **Travel requirements** |

* **Frequent Travel Essential** - You will need to travel, so you must either hold a full, current driving licence and have access to personal transport or meet the mobility requirements of the role through other reasonable and suitable means.

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| **Our values – WE ASPIRE** |



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.

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

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| **Our Customer Commitment** |



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.

For more information, view our [**Customer Commitment poster.**](https://sccrecruit.blob.core.windows.net/assets/SCC/Other-Docs/17.06.2020_%20CUSTOMER_COMMITMENT_POSTER.pdf)

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| **More information for recruitment applicants** |

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://eoce.fa.em3.oraclecloud.com/hcmUI/CandidateExperience/en/sites/CX_3001/pages/11002) to learn more, including information about adjustments to recruitment processes, our interview schemes and other commitments to equality, diversity and inclusion.