

Job Profile

Structural Maintenance & Service Manager

Grade: RB3 Date created: Jan 2024 HAY 267

About the Job: As the Structural Maintenance & Service Manager you will be responsible for being the strategic lead on structural maintenance including managing the team and holding responsibility for the development of the County's structural maintenance strategy and policies as well as the development and design of the forward programme of works to ensure the County's carriageway and footway assets are maintained. You will also be the Service Manager for the highways contracts associated with structural maintenance delivery and the Term Maintenance Contract.

This is what we need you to do...

- Take the strategic lead for structural maintenance including involvement with the senior management team and the cabinet member for Highways also leading the team ensuring adequate prioritisation, planning, design, programming and supervision of the delivery of structural maintenance works. Also the procurement and contract management of the surfacing contractor on a day to day basis as well as strategic commercial direction.
- To undertake the Service Manager role under the NEC4 contract where required for the highways contracts associated with structural maintenance delivery and the Term Maintenance Contract. This is a designated role under the NEC4 contract in respect of contract decisions, disputes and commercial matters. The value of the contracts over which the postholder has the Service Manager Role is typically £50m+ pa.
- Lead the structural maintenance team to develop a proposed programme of structural maintenance schemes and overseeing the work including direct monthly management of the capital budget for structural maintenance. Including working with members and their allocation of highway funding. The value of this programme of work is typically £25m+ pa.
- Oversee the delivery of the in-year programme of structural maintenance including ensuring the necessary level of public engagement, publicity and planning to minimise network disruption.

- Line manage, mentor and assist with the development of the staff in the Structural Maintenance Team.
- Keep up to date with legislation and national guidance as well as industry best practice with regards to all aspects of highways structural maintenance, treatment and materials.
- Ensure the Structural Maintenance Team provides sufficient support to the area teams in determining and agreeing specifications for local works; as well as assisting in responding to customer enquiries. Taking a lead on customer issues arising from the structural maintenance programme or delivery.
- Develop and carry out an audit regime to ensuring the County's contractors and subcontractors are carrying out structural maintenance works to proscribed standards. This may include organising or carrying out material testing.
- Be a part of the County's emergency response teams and carry out special carriageway inspections when required.
- To be responsible for and show leadership of the Health and Safety and Welfare matters of the team including compliance with all related legislation and internal working practices, policies and procedures and to ensure that the safety of the public is recognised as the highest priority.

Special Conditions

You must hold a current, full driving licence which is valid for driving in

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- Develop and regularly update the County's Structural Maintenance Strategy and the Structural Maintenance Manual as well as those sections of the Transport Asset Management Plan which set out the County's guidance in relation to structural maintenance works, preferred materials and treatment methods as well as policies for the disposal of hazardous materials.

the UK. You may be expected to undertake out of hour's duties, as and when required including to resolve site change events.

Monitoring and ongoing development of outcomes

As part of the annual appraisal, outcome based targets will be developed in conjunction with the post holder and will supplement this job profile. The job profile will be subject to regular review and the council reserves its right to amend or add to the accountabilities listed above.

The ideal candidate will have...

Experience

- Proven experience in managing a team to deliver successful outcomes across a wide portfolio of engineering fields.
- Previous experience in managing complex procurements and contracts with specific knowledge of NEC4 arrangements.
- Ability to act in an independent and objective role in managing contractual and commercial matters in the Service Manager role.
- Sound budgetary and resource management experience
- Experience in or familiarity with IT systems, particularly Microsoft Excel and other project management tools
- A proven record of leadership and excellent team management, managing at a senior level. Experience in all aspects of highway construction work.
- Previous experience in designing carriageway and footway structural maintenance works
- Previous experience of developing and successfully carrying out audit processes

Knowledge, Skills and Understanding

- A thorough working knowledge of the carriageway and footway resurfacing works and design standards

Behavioural attributes

- Aligns with Gloucestershire Employee Values and behaviours which are available on our [website](#). Our values are Accountability, Integrity, Empowerment, Respect and Excellence
- Self motivated and able to motivate and develop others as well as be team focused
- Ability to make effective and accountable decisions under pressure
- Ability to develop and maintain effective partnership working
- Diplomatic and able to deal with challenging customer interactions.
- Ability to manage and prioritise own workloads and to assist in the prioritisation of other team members work
- Self aware and able to alter style of interaction to suit audience
- Committed to excellence in customer service and able to objectively assess the standard of service provision within the team and the performance of individuals with a drive to continued improvement

Education & Qualifications

Essential

- Educated to degree level or have equivalent experience in an engineering field.
- Good level of numeracy and literacy
- Previous experience designing structural maintenance works or

- A thorough working knowledge of the Highways Act and Well Maintained Highways code of practice as well as all other guidance documents in relation to highway structural maintenance
- An extensive knowledge of structural maintenance treatments and materials.
- Excellent political awareness and sensitivity
- Understanding of NEC4 highways engineering contracts, highway design and materials.
- Understanding of methods for auditing construction works as well as developing and presenting professional audit reports.
- The ability to plan, budget and programme tasks and work unsupervised and develop and implement new systems.
- Knowledge of and ability to work within a partnership arrangement
- An understanding of Highway Law, as well as the Statutory and Regulatory function relating to Highways Authority work

- working as a carriageway materials engineer
- Previous experience in contract law

Desirable

- Professionally qualified and/or a chartered engineer or working towards chartered status
- Previous experience materials engineering testing experience
- Previous experience with H&S construction management
- CSCS certification
- Accreditation around the fulfilment of the New Engineering Contract and Service Manager duties.

There are a number of generic requirements that are applicable to all employees within the council. These can be found at the following link <http://staffnet.gloscc.gov.uk/index.cfm?articleid=8579>