**Manchester City Council**

**Role Profile**

**Highways Technical Officer, Grade 6**

**Highways Service, Neighbourhoods Directorate**

**Reports to: Team Lead Grade 8 – Highways Streetworks & Licensing**

**Job Family: Technical**

**Key Role Descriptors:**

The role holder will provide a professional, customer focused, specialist technical service which enables the delivery of organisational objectives and provides a high quality service to customers in line with both internal guidelines, policies and procedures and statutory requirements.

The role holder will support the delivery of a range of technical projects, initiatives or work packages that comply with relevant legislation and help achieve the Council’s corporate aims and objectives

The role holder will use their technical knowledge and expertise to develop, design and implement customer-focused solutions for the assigned service area. They will act as a key member of the team and will ensure high standards of customer service and service delivery.

**Key Role Accountabilities:**

Provide an effective support function for the assigned service area, ensuring that high quality technical and customer services are delivered in line with legislative requirements. Dependent on the service area, this may include maintenance, software / information support, engineering, surveying, curating or other specialist functions.

Assess project / initiative / work package feasibility, paying close attention to procedure and legislation where appropriate and ensuring all work is delivered to a high standard.

Develop successful relationships and secure stakeholder commitment through negotiation and communications, both oral and written, to ensure work packages are delivered effectively and to customer requirements and agreed objectives.

Identify and address relevant issues with assigned work packages and following assessment make recommendations in accordance with service plans, customer requirements or legislative needs. Ensure that work to continuously develop and improve processes is undertaken.

Ensure all work carried out fits within the parameters of service level agreements, using appropriate specialist equipment / software or tools where required in line with safe working practices and health and safety regulations. Maintain effective relationships to ensure the highest standard of service delivery.

Update and extract information from management information systems accurately and competently as required, producing reports and other documentation as required.

Roles at this level may be required to manage a range of assigned resources, which may be human, financial or other, to ensure continuous improvement in service delivery. Staff management duties may be either through direct line management of a team (including appraisals, performance management and other duties) or through matrix management of a virtual team of officers.

Demonstrate a personal commitment to continuous self development and service improvement.

Through personal example, open commitment and clear action, ensure diversity is positively valued, resulting in equal access and treatment in employment, service delivery and communications.

**Where the role holder is disabled, every effort will be made to supply all necessary aids, adaptations or equipment to allow them to carry out all the duties of the role. If, however, a certain task proves to be unachievable, job redesign will be fully considered.**

**Role Portfolio:**

The Highways Service is responsible for the leadership, management and delivery of all Highway related activities and functions that are involved in both management and improvement of the Highways network across Manchester. The scale and ambition of the work planned in the city over the next few years, to deliver both the [Greater Manchester Transport Strategy 2040](https://www.tfgm.com/2040) and National Transport Strategies, is huge. It will provide excellent opportunities for career development to the full range of professionals who support our schemes, across the full range of professional disciplines

The service is under the leadership of the Director of Operations (Highways) who is supported by three senior managers, and thematic business areas as below: :

**Development and Growth** is responsible for working with internal and external partners to identify and develop the strategic pipeline of projects over the next 5 to 10 years in alignment with the City’s plans and aspirations for growth.

***Network Management*** - responsible for Asset Management, acts as the Highway Authority, keeping the city moving and maintenance of the highway and contract management via the following functions - Client Officer and Policy Development, Development Control, Traffic and Road Safety Inspections, Maintenance and Contract Management and Maintenance.

***Design, Commissioning & Programme Management Office*** (PMO) is responsible for the design and delivery of major projects (circa £150m over 5 years) and sustainable projects, this includes direct delivery and contract management of the supply chain. This includes planning, delivery and governance of the planned maintenance programme. The PMO will be responsible for the production, management and maintenance of project reporting (and documentation) to provide assurance around programme and project delivery.

**The Purpose of the Role**

To ensure necessary process and permits are in place to enable planned and reactive works to take place in line with legislation and health and safety requirements. The post holder will need to have a keen eye for detail and effective stakeholder management skills in order to manage and influence internal stakeholders and contractors via the supply chain.

**Highways Technical Officer (Streetworks and Licenses) responsibilities include:**

* Acting as a technical point of contact for Permit /License Officers, colleagues and contractors
* Lead negotiations with supply chain and contractors to deliver works
* Complex problem solving and resolution of escalated issues
* Reviewing and authorising license permits; ensuring compliance and consistency
* Liaising with contractors to agree solutions to identified defects and material reinstatements on the highway;
* Liaising with contractors to discuss and agree solutions to license applications
* Providing training to selected contractors to support highway priorities
* Supporting the Highways Team Leader and the Streetworks and Inspections Manager in resolving issues with licenses and material defects in the highway
* Maintaining the highway network under Section 41 of the Highways Act 1980.
* Raising work orders for defects identified, which are then completed within agreed Service Level Agreements.
* Dealing with issues reported through our Customer Relationship Management (CRM) system every month, resolving issues with members of the public, ward members and third parties.
* Supporting the inspectors in dealing with for defects on the highway caused by third parties - i.e. Utility Companies; ensuring that defects are removed and reinstated to the satisfaction of the Highway Authority
* Ensuring contractors are not working without a permit - this involves a new out of hours team who will work to ensure the highway is kept safe and not damaged by third parties during evenings and weekends
* Report and evidence non-compliance;
* Providing a winter gritting service between October and April.
* Daily monitoring of the forecast data provided
* Planning and executing gritting operations along eight gritting routes across the city, covering 704 Km, when trigger points are reached.
* Treating footbridges and selected footways, cycle routes and public spaces with either grit or brine solution.

**Key Behaviours, Skills and Technical Requirements**

**Our Manchester Behaviours**

* We are proud and passionate about Manchester
* We take time to listen and understand
* We ‘own it’ and we’re not afraid to try new things
* We work together and trust each other
* We show that we value our differences and treat people fairly

**Generic Skills**

* **Communication Skills:** Is able to effectively transfer key and complex information to all levels of staff, adapting the style of communication as necessary and ensuring that this information is understood.
* **Analytical Skills:** Ability to absorb, understand and quickly assimilate moderately complex information and concepts and compare information from a number of different sources. Ability to engage with stakeholders to identify information needs and to know how to go about obtaining the relevant information.
* **Planning & Organising:** Demonstrate the ability to organize multiple tasks in the most effective way, and allocate time and energy according to task complexity and priority.
* **Problem Solving and Decision Making:** Is able to make effective decisions on a day-to-day basis, taking ownership of decisions, demonstrating sound judgement in escalating issues where necessary.
* **Creative Skills:** Ability tothink creatively and provide innovative solutions to problems. Has ability to develop new approaches to finding solutions outside of existing parameters.
* **Research and Intelligence:** Ability to research information from a variety of different sources and present in a variety of formats.
* **Administrative Skills:** Ability to develop and maintain effective systems in a rapidly changing environment.
* **ICT Skills:** Ability to use multiple applications, systems and associated software packages.

**Technical Requirements (Role Specific)**

Casual Car Allowance