**Manchester City Council**

**Role Profile**

**Site Technician – Highways Planned Maintenance Grade 6**

**Highways Service, Neighbourhoods Directorate**

**Reports to: Contracts Officer**

**Job Family: Technical**

**Key Role Descriptors:**

The Highways Directorate provides a reactive and planned service to maintain the highway network. 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.

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 scale and ambition of the work planned in the city over the next few years, to deliver both the Greater Manchester Transport Strategy 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

In the Highways Service in Manchester, we seek to:

Manage the highway network asset also including public spaces efficiently balancing the various needs of users and stakeholders improving network reliability work with colleagues and members in a partnership way that takes a strategic approach to highway infrastructure to deliver the Council's vision and strategies and supports the growth aspirations of the city.

Maintain the highway network, including structures and public spaces and its assets fulfilling the Council's legal obligations in a cost-effective way using a whole life costing approach communicate with residents, stakeholders, business, visitors and commuters in relation to service delivery and work programmes and their levels of satisfaction

Improve - develop, design, procure and implement highway maintenance improvement schemes to make better use of the existing network, improve accessibility and increase journey time reliability create, design and deliver sustainable and active transport through better and increased walking and cycling routes and supporting children with road safety. Effectively use a supply chain and increase social value for Manchester. Support utility companies to manage critical infrastructure

Manchester City Council is a place where you can put your innovative thinking and business skills into high gear and work alongside other highly competent and motivated people. It's a place where you can apply your skills to some of the most challenging, interesting, and meaningful projects across Greater Manchester.

**About the Network Management Team**

It provides services for communities and neighbourhoods, including planned and reactive maintenance, network management and development control, co-ordinating and managing roadworks, winter maintenance (including gritting), highways structures (bridges etc.), flood management, parking, public spaces, monuments and water features. They aim to meet the needs of the city and our residents by providing the best possible service, working efficiently and generating income.

Contract Management

* Managing and maintaining highways, including highway drainage, culverts and occasionally structures and retaining walls.
* Responsibility for contracts relating to highway defect repairs (patching, and other forms of highway maintenance work), also highway drainage, culverts and occasionally structures and retaining walls.
* Reporting on contract performance including on site management of the projects including quality inspections, health and safety audits and checking measures of work completed.
* Keeping asset management information up to date and tracking the performance from programmes of work including the use of highway maintenance management applications such as Symology, Confirm, Kaarbontech etc.
* Occasionally Managing bridge inspections including inspection contracts.

The Role:

Provide technical, financial and contractual advice on highway maintenance / civil engineering projects and allied services, ensuring projects are managed effectively, delivered on time and within budget, in accordance with approved procedures and financial regulations.

Produce and complete all contractual documentation relating to projects of work, working independently as a lead officer in this regard.

Prepare, allocate and track weekly performance against packages of work, recorded within the Councils highway asset management register such as Symology, Confirm, Kaarbontech etc.

Measure and evaluate works undertaken by sub contract partners and the Service, maintaining accurate records and documents to substantiate income generation and payments to third parties, all in accordance with relevant contract conditions, financial regulations and legislative requirements.

Keep abreast of new and innovative changes within the highway maintenance and construction sector and ensure that where appropriate, these are adopted to further enhance the service provision.

**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.
* Ability to negotiate difficult agreements with wide impact; ability to influence or persuade internal or external stakeholders.
* Analytical Skills: Skills to analyse a wide range of data and other sources of information to break them down into component parts, patterns and relationships; probes for further understanding of problems and makes rational judgements from the available information and analysis demonstrating and understanding of how one issue may be part of a much larger system/issue.
* Planning & Organising: Excellent time management skills, creating own work schedules, prioritising, preparing in advance and setting realistic timescales for own self and others. Has the ability to visualise a sequence of actions needed to achieve a specific goal and how to estimate the resources required.
* Problem Solving & Decision Making: Ability to formulate independently a range of options for new or unfamiliar situations and to select the appropriate course of action to produce a logical, practical and acceptable solution. An ability to make independent decisions of a relatively uniform nature. Research & Intelligence: Ability to conduct research using a variety of techniques, in order to gather evidence and evaluate intelligence, recording in compliance with documented standards and legislation.
* Financial Management: Ability to work confidently with financial data when making decisions: interpret trends, issues and risks in routine financial appraisals.
* Commercial Skills: Demonstrates an understanding of strategic issues, taking account of business needs and new technology developments. People Management: Is able to inspire individuals to give their best to achieve a desired result and maintains effective relationships with individuals and the team as a whole, to ensure that the team is equipped to achieve objectives set according to the overall business need.

**Technical Requirements (Role Specific)**

* Must have extensive demonstrable experience in Highways Maintenance.
* HNC in a Highway or Civil Engineering discipline or equivalent qualification, or relevant experience within Highway Construction and Maintenance.