

## JOB DESCRIPTION & PERSON SPECIFICATION

**Director Area:** Place

**Job Ref Number:** 03758

**Service Area:** Highways Client

**Grade:** G14

**Job Title:** Traffic Manager

### **PURPOSE OF JOB:**

The **Traffic Manager** leads and coordinates the effective management of the highway network across Lincolnshire. This pivotal role involves oversight of Street Works service, ensuring compliance with the Lincolnshire Permit Scheme, managing Civil Parking Enforcement and optimising the safe and efficient flow of all users on the highway network. The Traffic Manager via direct reports, other County Council officers, utility companies, and external stakeholders will minimise disruption, uphold legal responsibilities and support strategic transport objectives across the county. The role is directly responsible for, the Lincolnshire Permit Scheme, Street Works Service, Civil Parking Enforcement, Network Regulation and Events Management.

Ensures that the objectives of the Lincolnshire Street Works Charter are delivered whilst leading the Council on the development of strategies that ensure flow for the main transport modes are considered and optimised.

Plan and implement continuous improvement strategies to achieve best practice in service delivery, identifying areas for improvement and developing change strategies in the context of the Council's strategic plan. Aspects to include effective contract and budget management, staff management and governance, setting quality and professional standards as appropriate.

The post holder has responsibility for making and informing decisions which set policy and strategy for the delivery of Lincolnshire Permit Scheme and Street Works service as a whole and will be critical to the operation of the wider Highway service. The post holder will provide advice and make recommendations both internally and externally within other authorities and national organisations regarding the delivery of these services.

Responsible for a range of services relating to Traffic Regulation Orders (TROs), Highway Agreements (HAs), Highway Searches and the County Council's Liability for Highway Maintenance responsibilities. Develop and maintain a robust and consistent approach to all Street Works, Pavement Licenses, Temporary Traffic Regulation Orders (TTRO's), Village Green and Common Land regulation compliance within the Place Directorate.

Effectively manage the County Council Civil Parking Enforcement and Resident Permit Scheme for Lincolnshire, ensuring that consultations, technical content, scope and operation of the scheme itself is the most efficient, beneficial, fair and effective service. Ensure that the service is fit for purpose, meets the needs of the wider Council and is financially robust.

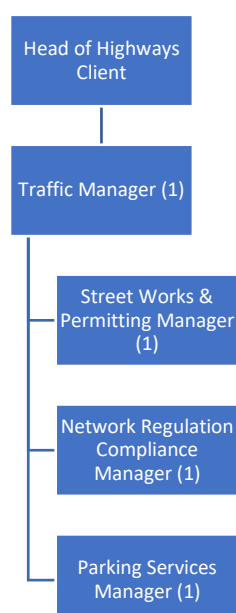
To work with the Executive, the relevant portfolio holder and elected members in delivering the Traffic Management Service to support the democratic processes of the Council. To establish and develop effective partnerships to enable delivery of the service objectives, with other statutory agencies and with the private and voluntary sectors.

To contribute to the development and implementation of service strategies and delivery plans to meet the Council's targets and objectives. To ensure the way in which resources (financial, people and property) in the Service are managed reflects the agreed culture and style of the County Council.

To deputise for, represent and assist the Head of Highways Client.

As a senior manager take personal responsibility for contributing to organisational transformation and changes in ways of working, maximising the benefits and efficiencies for both internal and external customers, including the promotion and use of self-service to achieve maximum cost effectiveness.

#### TEAM STRUCTURE:



1. Line management responsibilities for team
2. Mentoring and Development responsibilities for team

#### MAIN DUTIES:

The specific accountabilities of the role will be flexible and will change to meet the needs of the organisation as required but will include (or be equivalent in nature to) those listed below:

1	To ensure that the Service is appropriately organised and structured to meet the Council's statutory obligations and where appropriate any national and local performance indicators.
2	To act as a role model to other managers and staff helping them to manage uncertainty and to respond to positively and creatively to changing expectations.
3	To optimise the resources and infrastructure available to the Council, and ensure they are utilised effectively and efficiently. To look to continuously improve the services provided identifying value for money savings and managing within allocated budgets.
4	To contribute to the development of leadership potential and talent across the Council coaching and lead, inspire and motivate staff to achieve performance excellence in delivery of services to the public.

5	To take ownership of the aim to deliver excellent customer service, incorporating the Council's equality and diversity objectives and help the council to achieve best practice in all it delivers.
6	To be responsible for the Traffic Management Service for the County including managing a variety of complex income streams.
7	To be responsible for Health and Safety matters, including leading for the Service Area.
8	To be responsible for the management of the highway network ensuring safe public accessibility, controlling access by third parties and including the promotion and application of Traffic Regulation Orders, and reporting and advice to members and Committee.
9	Fulfill the "Traffic Manager" duties as defined within the Traffic Management Act 2004 for the Authority. As part of this duty develop and implement strategies, policies and procedures to deliver the requirements of the Traffic Management Act across the County and ensure the proper coordination of all road work activity by internal and external bodies including acting for Highway Authority under the New Roads and Street Works Act (NRSWA). Represent the Authority regionally and nationally at relevant groups.
10	To develop strategies and policies for those areas of responsibility.
11	To be responsible for up to 50 staff at District Offices ensuring that communications are effective.
12	To be the focus for the public interface including the media on traffic management related matters
13	To shape and deliver the County's traffic management service taking full account of policy, budgets, programme requirements and local pressures
14	Will participate in an on call rota to provide cover to deal with occasional emergencies as required.
15	Manage the contractual arrangements for the provision of the Parking Enforcement Service, ensuring the Civil Enforcement Officers deliver a high-quality service with a flexible approach to working.
16	Provide leadership and strategic direction and oversee performance management of the Notice Processing team in relation to the consideration of Representations, challenges, appeals and complaints to Penalty Charge Notices (PCNs), contract management for on and off-street parking, PCN income and debt recovery ensuring professional standards, compliance with legislation and Codes of Practice are maintained at all times.
17	Be responsible for the provision of TTRO's, including the creation of Legal Orders and monitoring of advertising contract with third-party provider. To ensure the service is delivered in agreement with national legislation and County Council policies, operating procedures and objectives. To ensure the transition towards digitising TTRO's is compliant with upcoming government legislation and industry guidance.
18	Be responsible for the administrative compliance of Lincolnshire Permit Scheme and Street Works operations. To ensure the service is delivered in agreement with national legislation and County Council policies, operating procedures and objectives.
19	Be responsible for the management of Pavement Licences. To ensure the service is delivered in agreement with national legislation and County Council policies, operating procedures and objectives.
20	Ensure that the objectives of the Lincolnshire Permit Scheme are delivered, working collaboratively with all the other stakeholders to optimise flow of road users using the Highway network.
21	Responsible for delivering the Roundabout and Verge Sponsorship policy, via an external contract, acting as the first point of contact for queries and external issues that may occur.

## PERSON SPECIFICATION

Requirements	Where identified*	Essential	Desirable
A Level 5 qualification or higher in a discipline related to this role OR In the absence of a formal qualification the post holder will be required to have substantial experience equivalent to these qualifications	A/I	X	
Full Membership of an appropriate professional institution  In the absence of membership with a professional institution the post holder will be required to have substantial experience in work disciplines related to this role and to be able to meet the academic and experience requirements of the appropriate professional institution.	A/I	X	
Level 2 qualifications in Maths and English	A/I	X	
Construction Skills Certificate Scheme or equivalent schemes to facilitate working on construction sites	A/I	X	
Extensive knowledge of the Traffic Management Act and New Roads And Street Works Act legislation, practice and application, required for the traffic management, civil parking and Licensing services.	A/I	X	
Comprehensive knowledge of Permitting legislation, practice and application, required for the management of LiPS.	A/I	X	
Detailed knowledge of Highways Act legislation, practice and application, required for the traffic management and Licencing services.	A/I	X	
Excellent skills in client relationship management at a level appropriate to engage effectively with key political and external stakeholders in furthering the aims of the service area and Authority.	A/I/P	X	
In depth experience in contract procurement, contract management and client relationship management, as well as managing in-house service delivery.	A/I/P	X	

Ability to liaise with Cllrs and MP's with tact, professionalism and effectiveness.	A/I/P	X	
Motivational leader who has management experience of dealing with large teams. Experience of also working on cross cutting projects across organisations to implement change.	A/I/P	X	
Experience in managing budgets and financial reporting	A/I/P	X	
Experience in working in partnership with the private sector	A/I/P		X
Excellent communication skills, particularly oral, presentational and via report writing.	A/I/P	X	

\*A = Application form      T = Test/Assessment      I = Interview      P = Presentation

## GENERAL

The postholder is required to take personal responsibility for contributing to organisational transformation and changes in ways of working, maximising the benefits and efficiencies for both internal and external customers, including the promotion and use of self-service to achieve maximum cost effectiveness.

The postholder is expected to work to the Lincolnshire County Council Core Values and Behaviours and to carry out the duties in accordance with Lincolnshire County Council policies.

**Other Duties** - The duties and responsibilities in this job description are not exhaustive. The post holder may be required to undertake other duties within the general scope of the post. Any such duties should not substantially change the general character of the post. Duties and responsibilities outside of the general scope of this grade of post will be with the consent of the post holder.

**Safeguarding** -. All employees need to be aware of the possible abuse of children and vulnerable adults and if you are concerned you need to follow the Lincolnshire County Council Safeguarding Policy. In addition employees working with children and vulnerable adults have a responsibility to safeguard and promote the welfare of children and vulnerable adults during the course of their work.