



**LONDON BOROUGH OF MERTON**

**Environment & Regeneration Department**

**JOB DESCRIPTION**

**Post Title FUTURE MERTON INFRASTRUCTURE MANAGER**

**Grade: MGB**

**DIVISION/SECTION: Sustainable Communities, Future Merton**

**Location: Civic Centre**

**Responsible to: Future Merton Manager**

**Responsible for: Up to 21FTE**

**Post number:**

**Date: November 2014**

**MAIN PURPOSE**

1. To develop and manage a team of technical and administrative staff in the delivery of a comprehensive range of network maintenance and improvement services and to ensure the provision of all services is achieved through the maintenance of high technical and professional standards including providing high quality advice to the Council, its Clients, partners and the general public.
2. To lead and manage the delivery of a wide range of engineering services, including major improvement projects, highway planned and routine maintenance, winter maintenance, highway safety inspections, street lighting, maintenance of highway structures, management and co-ordination of streetworks and asset management services, including the management of all technical, financial and procurement procedures.
3. To ensure that all statutory duties that fall within the remit of the Team are managed and discharged in a timely and effective manner.
4. To liaise closely with the Commissioning Manager and the Programme Manager in the Future Merton Team on the design and development of projects, programmes and budgets and where appropriate provide feedback to the Future Merton Manager on areas of design, programming, financial performance and budget variance.

5. To take the lead in the development and implementation of strategy and policy in line with national good practice and changes in legislation in relation to:
  - Highway Maintenance & Improvement (including lighting & bridges)
  - Network Management and co-ordination
  - Network condition assessment
  - Network Safety inspections
  - NRASWA and third party works
  - Winter maintenance services
  - Highway Asset Management Plan
  - Contract Management
6. To make recommendations to senior management to ensure the value of the highway asset is maximised, the Council is meeting its statutory obligations and the service is responsive to the needs of all users and involves their engagement and participation.
7. To manage the detailed construction-design and implementation of engineering schemes/projects and programmes of maintenance works to highway assets including carriageways, footways, structures, street lighting, and street furniture.
8. To prioritise, manage and co-ordinate programmes of revenue and capital funded works, to control, manage and monitor complex revenue and capital budgets and to provide regular and accurate project and financial management information to the Future Merton Manager and the Head of Sustainable Communities.
9. To ensure the Council meets all its duties and responsibilities under the New Roads & Street Works Act 1991 and the Traffic Management Act 2004, including protecting the structural integrity of the highway, maximizing the income available to the Council and supporting the 'Traffic Manager' in meeting the Network Management duty.
10. To take a lead role in the on-going development, management and integration of the Highway Asset Management Plan (HAMP) and the supporting IT systems.
11. To provide an input into Departmental and Corporate initiatives and projects where highways' expertise and professional knowledge is required, and to lead on specific projects.
12. To deputise for the Future Merton Manager in his/her absence in relevant areas of work and to contribute to the management of the Future Merton section as a whole.

## **MAJOR ACTIVITIES**

1. To manage and motivate the team and ensure the efficient and timely delivery of work tasks and services, including:-
  - the development of policies for highway maintenance processes and practices including the definition of standards, intervention levels and performance targets in line with national standards and codes of practice and other relevant guidance.
  - the identification, prioritization, detailed construction design, programming and implementation of improvement projects, maintenance/renewal works to footways and carriageways, highway structures, street lighting and street furniture and drainage equipment.
  - the management and co-ordination of NRASWA and third party works including ensuring that effective systems are in place for their co-ordination, control, monitoring and review.
  - the management of highway safety inspection procedures, standards and systems including the processing and implementation of works arising from such inspections.
  - the supervision and management of all highway maintenance term contracts including ongoing programming, liaison, co-ordination, performance monitoring and renewal.
  - the commissioning, analysis, interpretation and application of appropriate assessment, condition and structural surveys for the various highway assets, including non-destructive and electrical testing, and using the results to prioritise programmes of maintenance/renewal works.
  - the procurement of construction and consultancy contracted services including preparation of contract documents, compliance with procurement legislation and Council procedures, selection of tenderers and analysis of bids for related highway maintenance services and activities.
  - the identification and programming of reactive maintenance to highway assets.
  - the design and implementation of measures for people with disabilities and other minor highway adjustment works requested by residents/businesses.
2. To be responsible for and manage the successful delivery of projects/programmes for which the team is responsible, through the establishment and effective operation of appropriate project management, monitoring and reporting systems including evaluating and reporting on the progress and impact of all projects on a regular basis.
3. To take full responsibility for the control, management and monitoring of all allocated project and programme budgets, (Revenue and Capital) and to provide accurate and timely information with respect of costs, commitments and expenditure on maintenance programmes and projects as required.

4. To take a lead role in completing the development and integration of the Highway Asset Management Plan (HAMP) into the highway maintenance/management processes, including the on-going development of IT systems, strategies, policies, intervention levels, levels of service, asset inventory data collection frequencies, level of detail, and data management procedures to meet requirements for future updating and maintenance of the HAMP.
5. To ensure the effective management, development and maintenance of strategy, policy and procedures, for the operation of a permit system and a Fixed Penalty Notice (FPN) system for streetworks to meet the requirements of the NRASWA 1991 and Traffic Management Act 2004.
6. To support the Head of Sustainable Communities in fulfilling the role of 'Traffic Manager' and ensure the Council meets its duties and responsibilities, in particular the Network Management duty, in relation to the Traffic Management Act 2004.
7. To be responsible for the achievement and maintenance of high professional and technical standards within the Team including ensuring an up to date knowledge of relevant legislation, regulations, guidance, codes of practice, standards and techniques.
8. To ensure that developers' undertaking the detailed design, specification and construction of projects emanating from agreements entered into with the Council under S278 or S38 of the Highways Act 1980, comply with all Council's legal and technical requirements.
9. To ensure applications for new footway crossovers, disabled bay or other highway licences are evaluated in accordance with Council policy and guidelines and are processed in an efficient and customer focussed manner
10. To manage the production of traffic orders (permanent and temporary) required to support the implementation of projects, schemes, programmes of work, events, emergencies or any other developments affecting the highway network, including ensuring adherence to all statutory procedures and requirements.
11. To ensure the inspection, recording, reporting and response to defects and contraventions to highway law on the Borough's highway network is carried out in accordance with national codes of practice, associated highways legislation and best practice on highway maintenance.
12. To take the lead role in the management of the highway maintenance term contracts including the Highway Works and Services term contract and the Street Lighting Maintenance term contract, and in liaison with other Managers in the Section, the overall performance of other Council contractors undertaking maintenance/improvement works to the highway infrastructure in the Borough.
13. To ensure that the Team provides a high standard of professional advice on maintenance, structures and project issues within the Department and Council and for elected Members including on the impact of legislative or organisational change.

14. To work closely with other Council services, including other teams within the Sustainable Communities Division, other Divisions of the Environment & Regeneration Department and other Departments of the Council, to ensure the effective and efficient provision of a highway maintenance and improvement service.
15. To ensure that the Team liaise effectively with the wide range of agencies and organisations with a role in, or affected by the maintenance/management/improvement of the highway including Statutory Undertakers, bus operators, TfL and the Metropolitan Police.
16. To contribute to Departmental and Corporate priorities and initiatives' including the development of the annual Borough Spending Plan/Local Implementation Plan and service reviews as appropriate; Additionally, secure finances as appropriate through Merton's Capital Programme and from external sources, such as the Department for Transport and European funding, through the preparation of bids.
17. To ensure that all communication, written, electronic and telephone is dealt with in accordance with the Council's response time standards and that the quality of the response is acceptable in terms of its technical content and customer care.
18. To participate in the Environment & Regeneration Department's contribution to ensuring an effective response to civil and other emergencies using skills/expertise relevant to the functions of the post, and in accordance with Council emergency procedures.
19. To ensure that all staff reporting to the post holder are aware of the CDM Regulations 2007, corporate and Departmental Health and Safety Policies and procedures, and are trained in their implementation as necessary: monitor the implementation of Health and Safety Policies, including undertaking risk assessments as necessary, and to report any shortfalls identified through experience of their operation to the appropriate Manager.
20. To initiate, monitor and maintain suitable quality assured (QA) procedures and systems to ensure the Council discharges all its duties and responsibilities under the Construction Design and Management (CDM) Regulations 2007.
21. To prepare and to manage the preparation of Committee and other reports by other members of the Team and make recommendations as appropriate, and to ensure that these meet the quality standards required both in terms of content and presentation.
22. To continually assess and keep the Future Merton Manager informed of demands and priorities required of the group and provide him/her with relevant statistics on the team's performance and needs and to assess and report on the quality of the team's output.
23. To provide cover on a day to day basis in the absence of the Future Merton Manager on matters directly relating to the responsibilities of the postholder and refer more complex issues for decision where early responses are required.

24. To represent the Department at meetings within the Council, with external bodies and with the public and to negotiate effectively with all stakeholders and to demonstrate and exercise a high level of political awareness in all dealings with Council Members and MP's. To present reports and other advice to Members at Council meetings.
25. To organise, undertake, analyse and report public consultation with respect to planned maintenance and highway projects, including meetings with residents groups, public meetings and exhibitions and regular liaison through established Council forums and with special interest groups and to provide clear and timely information to the public in advance and during works as appropriate.
26. To review contract arrangements and specifications, make recommendations for the appointment of contractors and consultants, instruct and manage those carrying out work related to the service and to advise consultants and contractors employed by others on suitable courses of action which may be appropriate to the Authority's needs.
27. To maintain knowledge of funding regimes appropriate to the highway maintenance activities within the postholder's area of responsibility.
28. To contribute to the preparation of the Section's annual Business Plan and within it to assign robust and measurable performance targets for both the team and individuals.
29. To manage and motivate the staff within the Team, ensuring the achievement of Business/Service Plan objectives and priorities.
30. To take part in the selection and recruitment of staff including shortlisting and interviewing, and carrying out staff appraisals, career grade reviews, identifying staff training needs and monitoring the effectiveness of training provided.
31. To carry out all the duties and responsibilities in accordance with the Council's Equal Opportunities and Customer Care practices and take a proactive role in their development and implementation.
32. To make use of office technology when required, identify the applications of new IT systems and implement new systems in liaison with IT staff particularly in relation to the use of mobile technology and the exchange of programming, performance and financial information with contractors.
33. To carry out any other duties appropriate to the grading of the post as required by the Senior Management.

#### **ADDITIONAL REQUIREMENTS APPLICABLE TO THIS ROLE**

The post holder is expected to be committed to the Council's core values of public service, quality, equality and empowerment and to demonstrate this commitment in the way they carry out their duties. In addition they should be

available to carry out such other duties, as may be required, which are consistent with the grade and scope of the post.

## **OTHER REQUIREMENTS**

### **Health & Safety**

To ensure that Corporate and Departmental health and safety policies and procedures are implemented at all times and to raise any concerns regarding their operation or any other health and safety matters with the appropriate line manager.

### **Equal Opportunities**

To be aware of the Council's Equal Opportunities Policy: to understand it and to adhere to it.

### **Customer Care**

To assist in ensuring that the council's aims and objectives relating to customer awareness are achieved.

### **New Technology**

To make use of information technology where necessary in the areas of responsibility and to develop and use new IT systems in consultation with the appropriate technical officers to improve the effectiveness and efficiency of service delivery.



## LONDON BOROUGH OF MERTON

ENVIRONMENT AND REGENERATION DEPARTMENT

PERSON SPECIFICATION

**SECTION: Future Merton Section**

**POST TITLE: INFRASTRUCTURE MANAGER**

**GRADE: MGB**

**Date: October2014**

	<i>PERSON SPECIFICATION CRITERIA</i>	<b>APPLICATION FORM</b>	<b>INTERVIEW</b>	<b>OTHER</b>
	<b><u>Knowledge</u></b>			
1.	Highway related legislation and regulation including the Highways Act,1980, New Roads & Street Works Act 1991, the Traffic Management Act 2004.	Yes	Yes	
2.	Highway Maintenance and Management national & regional strategy and policy	Yes	Yes	
3	Detailed knowledge and experience of highway design, construction, materials and processes	Yes	Yes	
4	Sound knowledge of contract management and procurement processes and procedures.	Yes	Yes	
5	Highway Asset Management Plan development, integration and maintenance	Yes	Yes	
6	Performance management	Yes	Yes	
7	Efficiency in the delivery of public services including value for money		Yes	
8	Health and safety related to highway and construction services	Yes	Yes	
9	London Permit Scheme.	Yes	Yes	



	<b>Skills</b>			
10	Ability to lead by example and provide clear, leadership and direction.	Yes	Yes	
11	Ability to lead, manage and implement change in line with Council policy and procedures.	Yes	Yes	
12	Motivated and customer focused.		Yes	
13	Communicate clearly and effectively	Yes	Yes	
14	Quickly analyse and interpret complex written, numerical and financial information		Yes	Test
15	Work appropriately and effectively with colleagues and elected members within the authority	Yes	Yes	
16	Service delivery to meet technical and customer care needs		Yes	
	<b>Aptitude</b>			
17	Collaborative working (with internal and external partners and cross-team)		Yes	
18	Manage activities related to personal experience		Yes	
	<b>Experience</b>			
19	Leading projects and programmes of work successfully in a relevant field	Yes	Yes	
20	Managing and motivating a team	Yes	Yes	
21	Managing changing priorities and demands	Yes	Yes	
22	Introducing, developing and integrating specialist IT systems	Yes	Yes	
23	Formulating technical solutions to address complex management & highway maintenance issues	Yes	Yes	Test
24.	Undertaking procurement	Yes	Yes	
25.	Undertaking Partnership development and management			
26	Undertaking contract management	Yes	Yes	
27	Financial management	Yes	Yes	
	<b>Education</b>			
28	Educated to a degree level or equivalent in a relevant discipline or extensive relevant practical experience.	Yes		
29	Post qualification experience working in a political environment.	Yes	Yes	
30	Membership of relevant professional body and/or evidence of continued professional development.	Yes		
	<b>Special Requirements</b>			

31	Political awareness and the ability to work in a co-operative and constructive manner with other managers and Council Members	Yes	Yes	
32	Availability to work outside normal office hours		Yes	
33	Hold a drivers license and have a vehicle available	Yes		
34.	Commitment to Equal Opportunities and customer care issues	Yes	Yes	