



**LONDON BOROUGH OF MERTON**  
**ENVIRONMENT & REGENERATION DEPARTMENT**  
**JOB DESCRIPTION**

**POST TITLE: Network Manager**

**Grade: ME16**

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

**Location: Civic Centre**

**Responsible to: Infrastructure Manager**

**Responsible for: Principal Network Coordination Officer x 1**  
**Network Coordination Officer x 4**  
**Principal Network Finance Officer x 1**  
**Network Administrator x 1**

**Post number: M2005916      Date:**

**Main Purposes**

- To lead in the management and co-ordination of all highway public utility works, Merton promoted works, 3rd party works, private Streetworks activity and public events to minimise their effect on the borough's carriageway and footway network.
- To be responsible for all administrative, technical, financial and legal procedures associated with the notification, licensing and inspection of such works and events.
- To be responsible for the administrative processes connected with the New Roads and Street Works Act 1991, the Network Management Duties set out in the Traffic Management Act 2004 and those relating to the operation of the London Permit Scheme.
- To manage all the Streetworks, administrative and co-ordination officers within the Network Coordination Team.

- To keep up to date with new legislation, technology, and identify opportunities to improve service delivery and maximise income for Merton.
- To assess the impact on network capacity ensuring compliance with Strategic Road notification procedures.
- To develop, operate and maintain appropriate processes and IT systems for the ongoing co-ordination and monitoring of all activities on the public highway.
- To develop the associated performance reporting capabilities and related project management activities to support these processes.
- To provide information to other teams, divisions, departments, contractors, residents, neighbouring Councils and stakeholders.
- To act as the main point of contact for the provision of information on highway works, in the most appropriate form, to the public, Members, other Councils and stakeholders
- Support the Traffic Manager in the discharge of his / her Network Management duties under the Traffic Management Act 2004.

## **MAIN DUTIES AND RESPONSIBILITIES**

### **Management**

1. To manage all the administrative, technical, financial and legal procedures including monitoring the overall performance of work promoters undertaking street works in the borough.
2. To manage a team of officers directly involved in the delivery of the service including monitoring performance, taking and recommending action as appropriate.
3. To manage and monitor the inspections of public utility works, third party works, LBM work on the highway and private developers work in accordance with the requirements of New Roads & Street Works Act 1991, the TMA 2004 and Council policies.
4. To manage the undertaking of appropriate inspections and tests on the quality of completed works to ensure compliance with the reinstatement codes of practice
5. To manage administrative procedures relating to NRSWA activities so as to ensure the Council's ability to charge for this service is secured and maximised.

6. To ensure appropriate actions are initiated to allow all Council costs incurred in checking, inspecting and correcting defective/over-running reinstatement works are recovered.
7. To ensure that the Streetworks computer system is fully operational at all times and to be the main contact for enquiries regarding data transfer and storage on the system.
8. Provide effective and comprehensive management and performance assessment of all street work activities, which will include data analysis, to ensure effective, planning and work co-ordination by all work promoters to improve performance.
9. To manage the permitting system for all relevant street related activities.
10. To initiate enforcement actions, including the preparation of documents for legal proceedings and giving evidence in court where procedures, practices or standard fail to comply with the requirements of NRSWA or TMA and any relevant codes of practice.
11. To undertake detailed negotiations with public utilities and other third party organisations on a range of complex issues relating to working practices and procedures to ensure all aspects relating to the works are completed with minimal disruption to the Network.
12. To agree with work promoters or their representatives the traffic management arrangements including road closures and the necessary statutory process for proposed activities on the highway and to communicate details of the arrangements and programme to all stakeholders.
13. 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.
14. To prepare and 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 in terms of content and presentation.

## **IT & Co-ordination**

15. To set up, manage, maintain and use processes and IT systems for the planning, programming and co-ordination of all works and 3<sup>rd</sup> party activity undertaken on the Highway, including the longer-term planning process.
16. In conjunction with the IT team to be responsible for the development and performance of Mayrise and other IT systems including day to day

support and develop the necessary procedures for the permitting of Streetworks.

17. To use computer and other IT equipment required for carrying out the duties of the post.
18. To undertake the formal notification process required by Transport for London and any other statutory organisation in connection with the implementation of works or activities affecting the Strategic Road Network.
19. To develop and manage roadwork co-ordination activities within the borough including assessing and balancing competing demands within the network in accordance with the Traffic Management Act, Mayor's Transport Strategy and the Strategic Road Network requirements
20. To co-ordinate and manage the highway aspects of all special events and civil and other emergencies including the Wimbledon Tennis Championship and other high profile public events.
21. To ensure that the relevant sections of the Traffic Management Act relating to the management and co-ordination of highway activities are implemented.
22. To assess planned schemes and works on the network received from, work promoters and ensure that works are programmed, co-ordinated and managed effectively to minimize the capacity impact and that they are continually and proactively reviewed.

## **Liaison**

23. To build, maintain and facilitate effective working relationships with all stakeholders to ensure the effective planning and co-ordination of all works carried out in the highway.
24. To liaise closely with the Traffic Manager in developing the Council's policies with respect to the programming and control of Streetworks including monitoring performance of work promoters.
25. To meet and liaise with work promoters to provide guidance and to ensure congestion and disruption of the network is kept to a minimum.
26. To lead the consultation, publication and information dissemination processes for proposed works and activities on the highway dealing with all affected stakeholders both internal and external to the Council.
27. To represent the Council on relevant Pan-London working parties and be responsible for the organisation the NRSWA co-ordination meetings.

28. To represent the Council at site meetings relating to all aspects of street works activity including working practices and construction and reinstatement methods.
29. To disseminate information about the operation of the Councils permitting system.
30. To contribute and ensure 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.
31. To advise senior officers, elected Members and the public on a range of issues relating to the street works and Network Management and to respond both orally and in writing to complaints received.

### **Performance and development**

32. To review as necessary, the classification and categorisation of the carriageway and footway networks and to recommend appropriate amendments to minimise the impact of future works and activities
33. To monitor compliance with the various sections of the NRSWA and associated codes of practice to ensure compliance, to protect the structural integrity of the highway and maximize the income available to the Council.
34. To develop processes that improve data quality to support the co-ordination and permitting of road and street works including inputting and maintaining live works data, coordinating data transfers between the Council and work promoters.
35. To respond to Government and industry wide consultations on Streetworks and co-ordination activities
36. To make recommendations and proposals on inspection procedures for future years in order to maximise the efficiency and cost effectiveness of the Council's NRWSA operation
37. To be aware of and implement changes in legislation and best practice and be responsible for the development, consultation and implementation of projects, relevant to the work area, including gaining all necessary approvals to ensure the Council remains at the forefront of industry best practice.

### **Corporate**

38. To ensure that corporate and departmental health and safety policies 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.

39. To carry out all duties and responsibilities in accordance with the Council's Corporate Policies and practices concerning equal opportunities and customer care.
40. To identify the need for training and assist in the training of staff allocated to the work area.
41. To undertake any other duties appropriate to the grading of the post.
42. 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, as required.
43. To carry out any other duties appropriate to the grading of the post as required by the Senior Management.

### **Health & Safety**

44. 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**

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

### **Customer Care**

46. To assist in ensuring that the Authority's aims regarding customer awareness are achieved.

### **New Technology**

47. To make use of information technology where necessary in the areas of responsibility and to develop IT use in consultation with the appropriate technical officers.



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**PERSON SPECIFICATION**

**POST TITLE:** Network Manager

**Grade:** ME16

**EXPERIENCE**

1. Substantial and proven relevant experience as a team leader, in a similar sized organisation.
2. Managerial experience of successful resource management and the delivery of cost-effective services within constrained resources.
3. Experience of effectively working with local communities and other organisations.

**SPECIAL SKILLS, KNOWLEDGE AND ABILITY**

4. In depth knowledge of the relevant parts of the New Roads and Streetworks Act 1991, The Traffic Management Act 2004 and all other relevant Codes of Practice and legislation in relation to street works and Network Management.
5. High level of written and oral communication skills.
6. Confident and capable in the use of information and associated technology, particularly appropriate IT systems and software used to monitor, control and co-ordinate the wide range of Public Utility, Merton planned work, other 3<sup>rd</sup> party activities and public events on the highway.
7. Capable of effectively managing and developing people and teams, within a rigorous performance management regime.

8. Capable of establishing effective and positive relationships within the Council and wider community.
9. Good analytical skills and capable of effectively managing finance and operations.
10. Ability to lead on complex negotiations with a range of stakeholders and make independent decisions to ensure the Council is able to discharge its Network Management duties.
11. Expert knowledge of the service responsibilities.

### **COMMITMENT TO EQUAL OPPORTUNITIES AND CUSTOMER CARE ISSUES**

12. Ability to demonstrate a commitment to equal opportunity and achievement in equal opportunities issues in employment, service planning and delivery.
13. Ability to resolve customer problems and to design systems to anticipate and avoid customer problems.
14. A full understanding of the importance of quality standards in service delivery that will meet reasonable customer needs and provide best value and continuous service improvement.

### **SPECIAL REQUIREMENTS**

15. Ability to attend evening meetings and work outside office hours.

The criteria listed below indicate the factors against which candidates will be assessed as part of the short listing and interviewing processes. You will be required to demonstrate your ability to meet the criteria and you should give examples of where you have gained these skills and how these could be used to meet the objectives of the job.

	<b>PERSON SPECIFICATION CRITERIA</b>	<b>APPLICATION FORM</b>	<b>INTERVIEW</b>	<b>OTHER</b>
	<b><i>Experience</i></b>			
	Leading a team of technical and administrative staff engaged on RASWA and third party works.	Yes	Yes	
	Managing and motivating a team	Yes	Yes	
	Financial management including income generation	Yes	Yes	



	<b>Knowledge</b>			
	Street Works and Permit legislation	Yes	Yes	
	IT solutions relevant to street work activities	Yes	Yes	
	Performance management	Yes	Yes	
	Health and safety related to Street Works activities.	Yes	Yes	
	<b>Skills</b>			
	Ability to work under own initiative and with broad direction.			
	Communicate clearly and effectively to a range of audiences	Yes	Yes	
	Demonstrate highly developed political awareness and negotiation skills.			
	Analyse and interpret complex written, numerical and financial information			
	Negotiations and decision making skills			
	Must be confident and demonstrate negotiation persuasion and assertiveness skills			
	Service design to meet technical and customer care needs		Yes	
	<b>Special Requirements</b>			
	Availability to work outside normal office hours		Yes	
	Hold a drivers license and have a vehicle available	Yes		
	Commitment to Equal Opportunities and customer care issues	Yes		