

Job specification



Job title: Highway Operations Manager

Service: Highways and Network Management Group

Grade: G12

Reporting to: Service Lead – Highways and Network Management

Your job

Highways Operations Services deliver a wide range of statutory and operational functions relating to highway inspections, construction, maintenance, drainage and streetlighting services. These services operate 24/7 including out of hours and emergency service cover; and also deliver the Council's winter maintenance services.

The Operations team is critical in ensuring the borough is a well-connected place, whilst also playing a pivotal role in supporting the resilience, growth and development of the borough, ensuring the health and wellbeing of residents, and contributing to safe, accessible and vibrant town centres.

As the Team Manager you will have the responsibility for ensuring that services are delivered in accordance with all statutory requirements and adhere to all relevant policies and procedures. You will also ensure the effective service delivery and financial performance.

You will provide strategic leadership for the team and identify opportunities that contribute to wider corporate initiatives and bring forward investment in the borough's highway infrastructure that supports delivery of The Deal 2030 priorities and Community Wealth Building.

You will always embody the BeWigan behaviours and will be passionate about providing excellent services. You will be willing to challenge existing ways of working to identify and implement transformational change, innovation and continuous improvement.

You will work with a wide range of internal and external partners, Council Members and stakeholders to develop and deliver initiatives and service outcomes that support the delivery of key priorities.

You will be an enthusiastic individual with excellent interpersonal skills, as you will be required to work collaboratively and develop positive relationships with a wide range of internal and external partners that support the delivery of key priorities.

Mandatory statement

The Council is committed to complying with the European General Data Protection Regulations (GDPR) and meeting the requirements of the Information Commissioner's office (regulating data protection compliance in the UK). It is your responsibility to ensure that the work you undertake is compliant with the General Data Protection Regulations.

In this job you will

In the next 12 months, you will:

- Develop a good understanding of The Deal 2030 and Community Wealth Building.

- Review and update the Highway Operations list of contracts and ensure that all contracts and tenders comply with the Council's financial and procurement procedures and are re-tendered, as necessary.
- Update the Highway Operations Health and Safety risk assessments and safe working procedures to ensure that the service is compliant with all current statutory requirements and Council Health and Safety policies.
- Support the review of the Council's Winter Maintenance policy and Severe Weather Deployment Plan.
- Collate and submit key service performance data for the purposes of benchmarking through APSE, AIA and NHT forums.
- Review the Highway Operations workflow and income targets and align or procure resources to meet these requirements.

On an ongoing basis you will:

- Effectively deploy and performance manage the highway inspections and minor repairs service in accordance with the Council's Highway Inspection Policy and maintain records in accordance with the provisions of the Highways Act 1980 to help provide the Council with a defence under section 58 of the act.
- Effectively lead and manage the Highway Operations team so that it achieves all elements of financial and service performance targets associated with its remit, in line with the priorities and objectives of the Council.
- Provide strategic leadership, direction and advice relating to highway operations services, service planning, service development and pricing.
- Be accountable for the Council's highway operations and all aspects of its service planning, including staffing, vehicles, plant, materials and contract management that provide outcomes that are consistent with delivering the Council's Vision and Priorities.
- Be responsible for monitoring and managing financial income generated and collect information to enable the recovery of the costs of repairing damage caused to the highway by damage or misuse.
- Have overall responsibility for the Health and Safety performance for Highway Operations ensuring Health and Safety protocol is adhered to in line with legislation and Council policies.
- Have responsibility for the efficient and effective development, resourcing and deployment of the Highway Operations out of hours emergency services and winter maintenance services.
- Ensure that the Highway Operations services meet their statutory duties and obligations in the provision of the full range of services provided and in particular supporting the Council in defending against public liability claims.
- Ensure that the Highway Operations service meet the requirements of the top performing banding for the DfT annual self-assessment returns and benchmark as achieving top quartile performance in the APSE performance networks.
- Embed a performance management culture, including Lean Reviews, Workforce Reform, and external benchmarking initiatives that enables a framework to drive continuous improvement.
- Create a learning culture by providing coaching, mentoring, training and development opportunities to enable others to reach their full potential.
- Prepare and present reports to senior managers, Cabinet, Committees, Sub Committees or Panels of the council and other key stakeholders, as required.
- Ensure you operate within GDPR guidelines by regularly reviewing data held and destroying information in line with retention schedules

In this job you will need

You must be able to demonstrate the following essential requirements:

- Have a Level 5 qualification in Management and Leadership or similar equivalent qualification.
- Have a Level 3 Health and Safety qualification or similar equivalent qualification.
- Have extensive experience of managing multi-disciplinary teams including Council staff and external contractors and the ability to lead, motivate and develop team members.
- Have in depth knowledge of the procedures, processes and techniques relating to highway maintenance and specifically section 58 and 41 of the Highways Act 1980.
- Have extensive experience of operating in a highway's operations environment, including policy and strategy development, project management and programme delivery.
- Be able to provide evidence of providing effective and visible leadership to multi-disciplinary teams of technical and operational staff across a customer focused service.
- Have experience of developing and implementing effective and meaningful service/business plans and achieving clear quality standards, targets and outcomes.
- Have a detailed understanding of the value and use of IT systems and new technologies and innovation in improving services and modernising working processes.
- Possess excellent decision-making skills with the ability to break down technical problems or issues and deliver innovative and value for money solutions that positively impact within the service.
- The ability to prioritise and self-monitor workload and on occasions be able to work outside of normal working hours to assist with winter maintenance or emergency situations.
- Has a deeply held sense of purpose and strives to give their best and achieve the optimum outcomes that empower and support employees and communities and residents.

Our culture

For us, it's not just about all we achieve as an organisation, but how we do it. Therefore, all employees are expected to display our **Team Wigan** behaviours.

Be Positive... take pride in all that you do

Be Accountable... be responsible for making things better


Be Courageous... be open to doing things differently

Be Kind... be helpful, generous and thoughtful towards yourself and others


Together we will


Deliver Deal 2030, working alongside our communities to make Wigan Borough an amazing and inclusive place to live and work, building a better future.

We will


 Genuinely care for you and your wellbeing.

 Champion a culture that inspires you to thrive.


 Listen and engage with you to bring your ideas to life.


 Celebrate your contribution and support you to reach your goals and aspirations.

I will

 Look after my wellbeing and be kind to myself and others.

 Work with others across #TeamWigan to be courageous, innovative and embrace technology.

 Share my ideas and be accountable for making things happen.

 Own my development and let my passion and positivity shine through.