

Job Description and Person Specification

Highways Operations Supervisor

Job Details	
Grade	GRD7
Service	Highways
Location	Whitley Depot
Job Evaluation Code	A5551

About Coventry City Council
We expect everyone who works for us to be committed to our One Coventry values and to share our commitment to becoming a more diverse and inclusive organisation: Open and fair: We are open, fair and transparent. Nurture and develop: We encourage a culture where everyone is supported to do and be the best they can be. Engage and empower: We engage with our residents and empower our employees to enable them to do the right thing. Create and innovate: We embrace new ways of working to continuously improve the services we offer. Own and be accountable: We work together to make the right decisions and deliver the best services for our residents. Value and respect: We put diversity and inclusion at the heart of all we do.

Job Purpose
Collaborating with the Senior Site Agent, organise and inspire teams of Highways Operatives and external staff to deliver excellent, customer-focused services. Effectively manage teams and equipment to optimise physical and financial resources, ensuring efficient delivery of Highways repairs, maintenance, and major projects.

Main Duties & Key Accountabilities
Supervising teams of Highways Operatives and external staff to deliver high-quality services within agreed

timescales and budgets effectively. Setting objectives, monitoring performance, and offering guidance and support to staff throughout their tasks.
Ensuring the delivery of services aligns with specifications and customer needs while deploying resources efficiently to meet daily priorities.
Taking responsibility for resolving customer complaints, service enquiries, and corporate complaints in a professional and responsive manner following council customer service standards.
Overseeing, inspiring, training, and developing team members to achieve service goals and optimise performance, including recruitment, onboarding, and performance reviews.
Performing sickness absence management, conducting consultation exercises, addressing capability matters, and facilitating employee development initiatives for Highways Operations.
Undertaking investigations related to staff disciplinary matters, collaborating with HR officers, compiling reports, and representing the section during disciplinary hearings.
Providing timely and accurate management data about Highways for internal use, member updates, and external reporting purposes.
Assisting colleagues and deputising for the Senior Site Agent when needed by performing project tasks, attending meetings, and joining corporate groups. Responding verbally and in writing to queries from elected members, the public, contractors, and statutory bodies.
Ensuring the safety and proper maintenance of all sites, equipment, and stores under the responsibility of the post holder.
Ensuring compliance with legislative requirements related to the service area, including Health and Safety, New Roads and Streetworks Act, and standards of works.
Managing delegated budgets, monitoring performance, and ensuring financial targets are achieved while adhering to audit requirements and the council's established procedures.
Performing any additional tasks and responsibilities that fall within the scope of the salary grade.

Key Relationships

External:	Contractors, Sub-Contractors and Utility Service Providers
Internal:	Senior Site Agent

Standard Information

Post holders will be accountable for

- carrying out all duties and responsibilities with due regard to Code of Conduct, Safeguarding, Health & Safety and the City Council's Workforce Diversity and Inclusion Policies. Duties which include processing of any personal data must be undertaken within the corporate data protection guidelines.
- attending any training and undertaking any development activities that are identified as mandatory/beneficial to their role.
- any other duties and responsibilities within the range of the salary grade.

Responsible for

Teams of Highways Operatives & External Staff

Person Specification

Requirements

Knowledge

Detailed knowledge of Highways maintenance, engineering and the management and maintenance of the highways network.

Detailed knowledge of relevant Highway legislation

Knowledge of formal HR practices eg recruitment, disciplinary and counselling

Knowledge of quality standards and Health and Safety practices

Knowledge of Procurement processes and budgetary control processes.

Knowledge of the principles of customer service, people management and interpersonal skills.

Skills And Ability

High level of verbal and written communication and presentation skills with an ability to negotiate, influence and work successfully with contractual partners.

Good level of project management skills, with an innovative and adaptable approach to solution finding.

Good level of ICT skills including the use of

	Microsoft Project, Confirm, Excel, basic CAD and GIS/MapInfo
Experience	Experience of managing large teams, including management & co-ordination of Highways contractors and consultants
	Substantial experience of working with or for a Local Authority Highways maintenance sector
Qualification	BTEC in Civil Engineering or equivalent relevant study in the field, or extensive practical experience in Highways Maintenance.