

Job Description and Person Specification

Role: Highways Operations Supervisor



Job Description

Job Title	Highways Operations Supervisor
Grade	G7
Service	Transportation and Highways
Reports to	Senior Site Agent
Location	Highways Operations and Development, Whitley Depot
Job Evaluation Code	A5551



About Coventry City Council

Who we are: At Coventry City Council we are dedicated to making a positive difference to the services we deliver to the diverse citizens of Coventry. The work we do improves people's lives – from helping them into work to providing clean and green places to live, to keeping people safe and protected.

As a Coventry City Council employee, you have our ongoing commitment to your growth and development with opportunities to work across multiple service areas including customer contact, public health prevention and education and skills, adults and children's services and provide support for the most vulnerable.

Our aim is simple – to be globally connected, locally committed, deliver our priorities with fewer resources whilst effectively managing our performance and measuring our progress.

Our Values: 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:



About the Service your team will provide

Purpose of the role

Working with the Senior Site Agent, co-ordinate and motivate teams of Highways Operatives and external staff to provide a high quality, customer focused and responsive service in Highways Operations. By co-ordinating teams and plant effectively, ensure the efficient use of resources available, both physical and financial, to meet customer expectation in terms of Highways repair maintenance and major project delivery.

Main Duties & Key Accountabilities

Core Knowledge

- Effectively supervise teams of Highways Operatives and external staff in the delivery of high quality services within agreed timescales and budgets, including setting objectives, monitoring performance and providing guidance and support to staff.
- Ensure the delivery of services is carried out in accordance with service specifications and customer requirements and deploy resources effectively to ensure priorities are met on a daily basis.
- Take responsibility for resolving customer complaints, service enquiries and corporate complaints in a professional and responsive manner in accordance with council customer service standards.
- Supervise, motivate, train and develop team members to meet service objectives and maximise performance, including recruitment, induction and appraisals.
- Undertake sickness absence management, consultation exercises, capability issues and employee development activities for Highways Operations.
- To undertake investigations relating to staff disciplinary issues. This will involve working closely with HR officers, conducting investigations, preparing reports and representing the section at disciplinary hearings.
- Provide timely and accurate management information relating to Highways for internal, member and external reports.
- To assist colleagues and to deputise for the Senior Site Agent when necessary, by undertaking specific project work, attending meetings and participating in corporate working groups, including responding, both verbally and written, to queries from elected members, the public, contractors and statutory bodies.

- Ensure the security and good housekeeping of all sites, equipment and stores under the post holder's control.
- Ensure compliance with all legislative requirements associated with the service area, including Health and Safety, NRSWA, and standards of works.
- Manage delegated budgets, monitoring and ensuring that financial targets are met and financial systems are within the requirements of audit and the council's procedures.
- Any other duties and responsibilities within the range of the salary grade.

Key relationships

External Contractors Members of the public External bodies	Internal All Council Departments Councillors MP's
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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.

Smoke Free

The City Council is Smoke - Free. Smoking is not permitted on any of our premises or the surrounding land including car parking facilities.

Training

The postholder must attend any training that is identified as mandatory to their role.

Responsible for:

Staff managed by postholder:

Teams of Highways Operatives & External Staff

Person specification

Job Evaluation Code	A5551
Knowledge	
<ul style="list-style-type: none"> • Detailed knowledge of Highways maintenance, engineering and the management and maintenance of the highways network. 	
<ul style="list-style-type: none"> • Detailed knowledge of relevant Highway legislation 	
<ul style="list-style-type: none"> • Knowledge of formal HR practices eg recruitment, disciplinary and counselling 	
<ul style="list-style-type: none"> • Knowledge of quality standards and Health and Safety practices 	
<ul style="list-style-type: none"> • Knowledge of Procurement processes 	
<ul style="list-style-type: none"> • Knowledge of the principles of customer service 	
<ul style="list-style-type: none"> • Knowledge of budgetary control processes 	
Skills and Abilities	
<ul style="list-style-type: none"> • High level of verbal and written communication and presentation skills 	
<ul style="list-style-type: none"> • Good people management and interpersonal skills 	
<ul style="list-style-type: none"> • Good level of project management skills 	
<ul style="list-style-type: none"> • Good level of ICT skills including the use of Microsoft Project, Confirm, Excel, basic CAD and GIS/MapInfo 	
<ul style="list-style-type: none"> • Ability to negotiate, influence and work successfully with contractual partners. 	
<ul style="list-style-type: none"> • Innovative and adaptable approach to solution finding 	
Experience	
<ul style="list-style-type: none"> • Working in a team environment, but under own initiative 	
<ul style="list-style-type: none"> • Management & co-ordination of Highways contractors and consultants 	
<ul style="list-style-type: none"> • Experience of managing large teams 	
<ul style="list-style-type: none"> • Substantial experience of working with or for a Local Authority Highways maintenance sector 	

Qualifications
<ul style="list-style-type: none">• BTEC in Civil Engineering or equivalent relevant qualification in the same field
<ul style="list-style-type: none">• OR substantial relevant experience in Highways Maintenance

Date Created	March 2020	Date Reviewed	March 2020
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