

# Job Description



<b>Job Title:</b>  Senior Project Manager (Traffic Management, Road Safety & Parking Design)	<b>Service Area:</b>  Highways and Traffic	
<b>Directorate:</b>  Community & Environment	<b>Post Number:</b>  26880 26881	<b>Evaluation Number:5978</b>
<b>Grade:</b> PO5	<b>Date last updated:</b>  July 2021	

## **EQUALITY AND DIVERSITY**

We are committed to and champion equality and diversity in all aspects of employment with the London Borough of Newham. All employees are expected to understand and promote our Equality and Diversity Policy in the course of their work.

## **PROTECTING OUR STAFF AND SERVICES**

Adherence to Health and Safety requirements and proper risk management is required from all employees in so far as is relevant to their role. All employees are expected to understand and promote good Health and Safety practices and manage risks appropriately.

## **Overall Purpose of Job**

To be responsible for the planning, development and delivery of Traffic Management & Safety and Parking Design Services in the Policies and Programmes Area within the Highways and Sustainable Transport group. This will involve working with both internal and external project team members, as well as managing elements of the projects at the various stages of their delivery.

To manage a team of professional and technical staff including directly employed staff, agency staff and/or external consultants, in the delivery of these services.

## **Job Context**

1. The post holder reports to the Principal Officer of Traffic Management, Road Safety and Parking Design.

2. The post holder has line management responsibility for a team of professional and technical staff totalling 6 FTE.
3. The post holder has full responsibility for the management, monitoring and reporting of capital and revenue programme budgets for the schemes under their control working with an overall funding framework.
4. The post-holder is responsible for the preparation and management of scheme briefs for consultants, contractors and other external bodies on various tasks to assist with delivery of projects in their control, and to manage this input effectively.
5. The post holder will be required to prepare key and non-key decision reports, briefing notes and information for members and stakeholders during the various stages of their projects.
6. The post holder will also be required to present proposals and/or initiatives to cabinet portfolio holders and to prepare cabinet and other member briefing papers as required.
7. The post holder will have an excellent understanding of the likely external and political consequences of project decisions and to present a strong evidence base and project narrative to support any proposals as appropriate.
8. The post holder will have a full appreciation of the range of risks associated with their projects and maintain a live risk register throughout the project lifecycle.
9. The post holder shall, in most cases, act as Principal Designer for the projects for which they are responsible and will undertake the roles identified as defined in CDM Regulations.
10. The post holder will be required to identify opportunities for continuous improvement to the services' processes and procedures with the aim of increasing efficiency and service reputation.
11. The post holder will also be required to manage all external communications and information on their projects including project websites and other communication and engagement materials.
12. The post-holder has full responsibility for monitoring, management and reporting of all elements of their projects, including the project programmes and budgets, as allocated.
13. The post-holder has a requirement to formulate and implement strategies that will enhance all aspects of the service, respond to challenges and to devise innovative and creative solutions that have positive policy and service outcomes.
14. The post-holder may be required to work evenings, weekends and occasional public holidays, in order to meet service requirements

15. The post-holder has specific Health and Safety and risk management responsibilities in respect of co-ordinating service delivery.

## **Key Tasks and Responsibilities**

Key tasks and responsibilities are intended to be a guide to the range and level of work expected of the post-holder. This is not an exhaustive list of all tasks that may fall to the post-holder and employees will be expected to carry out such other reasonable duties which may be required from time to time.

1. To regularly monitor work programmes, budgets, performance indicators and quality targets to ensure the team meets agreed objectives, and delivers agreed programmes of work, within approved budgets and timescales.
2. To work to a consistently high standard and ensure that the work of the team delivers a high quality service, which complies with systems, developed to demonstrate quality and value for money, as determined by performance indicators, internal and external assessment and customer feedback.
3. To lead, motivate and assist with the professional development of staff within the team and to propose changes to work processes and procedures in their team to improve project delivery.
4. To ensure that the team works as a highly professional unit where the potential of staff is fully realised and any professional development needs are identified and addressed.
5. To develop and maintain effective communications, liaison and working relationships, both internally and externally, with corporate management team, with directly employed staff and external resources, with portfolio holders and elected members, client officers, community and business partners, relevant organisations and individuals, so as to ensure optimum outcomes from projects delivered by the team.
6. To prepare key and non-key decision reports, briefing notes and information for members and stakeholders during the various stages of their projects.
7. To present proposals and/or initiatives to cabinet portfolio holders and to prepare cabinet and other member briefing papers as required.
8. To have an excellent understanding of the likely external and political consequences of project decisions and to present a strong evidence base and project narrative to support any proposals as appropriate.
9. To have a full appreciation of the range of risks associated with their projects and maintain a live risk register throughout the project lifecycle.
10. To act, in most cases, as Principal Designer for the projects for which they are responsible and will undertake the roles identified as defined in CDM Regulations.

11. To identify opportunities for continuous improvement to the services' processes and procedures with the aim of increasing efficiency and service reputation.
12. To manage all external communications and information on their projects including project websites and other communication and engagement materials.
13. To hold full responsibility for monitoring, management and reporting of all elements of their projects, including the project programmes and budgets, as allocated.
14. To formulate and implement strategies that will enhance all aspects of the service, respond to challenges and to devise innovative and creative solutions that have positive policy and service outcomes.
15. To manage the revenue and capital budgets, as allocated in accordance with corporate and departmental guidelines, and to ensure that resources are controlled and allocated to optimise efficiency and effectiveness ensuring value for money and avoiding overspends.
16. To ensure that the service contributes positively, flexibly and innovatively to wider Departmental and Corporate priorities and objectives.
17. To establish, maintain and enhance quality assurance systems, processes and procedures for the delivery of an effective service, ensuring a consistently high standard of organisation, systems, procedures and control mechanisms, and exploiting advances in technology to deliver high quality outputs.
18. To pro-actively advise on, and contribute to demonstrable, significant and continuous progress towards the delivery of "Best Value" services for the people of Newham.
19. Through the Best Value approach, to develop and implement demonstrable and significant improvement in the control of resources, efficiency, and effectiveness resulting in higher quality of services within budgets.
20. To develop and continuously refine value management techniques to ensure the provision of a cost effective service and value engineering techniques to ensure the provision of an efficient service, thereby meeting the requirements of best value and continuous improvement.
21. To effectively manage staff, external suppliers, consultants and contractors to deliver project outcomes efficiently and economically.
22. To deputise for the Principal Officer of Traffic Management & Safety and Parking Design as and when required.
23. To support the development of an organisational culture consistent with the HEART values and that is positive, flexible, responsive, forward looking and performance and customer focussed.

24. To carry out such other duties within the competence of the post holder as may be reasonably required from time to time.
25. Managing correspondence from third parties regarding their schemes and maintaining an issues log.
26. To work with the department's communications lead in designing/managing and implementing public consultations exercises. To record comments gained from the consultations and respond to these as appropriate by making any appropriate alterations as required to the original scheme.
27. To maintain project records, drawing reference numbers and a file directory structure in a systematic and accessible format which is consistent with the departmental standard and can be readily identified by others.
28. To make regular site visits and, if the need arises, to change the design and inform the contractors, to ensure the smooth implementation of the scheme. The post-holder must take into account both legal and safety matters when making such decisions.
29. All duties to be carried out in compliance with relevant Health and Safety legislation
30. To be responsible for the posting of all relevant statutory and voluntary notifications required for the implementation of schemes.
31. To liaise with external organisations including other boroughs, TfL, departments and Councillors and to deal with enquiries of a specific and often contentious nature from members of the public regarding their schemes.
32. To deputise, on occasion and as required, for other project managers.
33. To be able to write technical specifications and design input statements and to provide complex professional and technical guidance and support to other officers within the project group.
34. Develop, design and implement road safety measures, education, training and publicity.
35. Act as the client for the appointment of other Council Team in respect of capital projects, except for named major projects.
36. Manage the safety audit process required for all projects.
37. Contribute to the preparation of annual plans and bids to support the service and to ensure these are made in accordance with the required timescales.
38. Ensure that all processes and procedures in use are compliant with legislation, design guides, codes of practice and best working practices.

# Personal Specification



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## IMPORTANT INFORMATION FOR APPLICANTS

The criteria listed in this Person Specification are all essential to the job. Where the Method of Assessment is stated to be the Application Form, your application needs to demonstrate clearly and concisely how you meet each of the criteria, even if other methods of assessment are also shown. If you do not address these criteria fully, or if we do not consider that you meet them, you will not be short listed. Please give specific examples wherever possible.

### Behaviours and Competencies

The London Borough of Newham has identified six key behaviours and competencies which should be demonstrated by all Council employees. Successful candidates will show the ability to meet these behaviours and it is essential that you give **at least one example** of your ability to meet each of the behaviours. Candidates applying for managerial/leadership roles should also demonstrate two additional management behaviours.

CRITERIA	METHOD OF ASSESSMENT
<b>EQUALITY AND DIVERSITY</b>  We are committed to and champion equality and diversity in all aspects of employment with the London Borough of Newham. All employees are expected to understand and promote our Equality and Diversity Policy in the course of their work.	
<b>PROTECTING OUR STAFF AND SERVICES</b>  Adherence to Health and Safety requirements and proper risk management is required from all	

employees in so far as is relevant to their role. All employees are expected to understand and promote good Health and Safety practices and manage risks appropriately.

## **KNOWLEDGE & ABILITY**

### **All Levels**

Knowledge of the requirements of relevant Health and Safety legislation including CDM Regulations.

Knowledge of contracts currently used by industry, data collection methods, scheme design and information technology.

Excellent knowledge of recent innovation and developments in the Highways and Sustainable Transport Sector and to utilise this knowledge on their own projects.

A confident, clear and effective communicator with the ability to adjust their communication both orally and in writing to a variety of audiences including technical experts, lay persons and children and to adapt their use of language and terminology as appropriate.

Comprehensive knowledge of the service area and an ability to assess the impact of policy, legislative and / or administrative changes affecting the service.

High level of knowledge and professional skills sufficient to oversee a range of Highway design, Traffic Management and general Civil Engineering schemes up to £10M in value.

In-depth knowledge of relevant policies and legislation relevant to the service area.

Knowledge of the functions, current trends and developments of local authorities is essential.

All criteria assessed by Application Form and Interview

## **QUALIFICATIONS:**

### **All Levels**

All criteria assessed by Application Form/Certificate

<p>Relevant academic qualifications at degree level or equivalent.</p> <p>Member of Professional Institution and/or working towards Chartered Engineer with an appropriate Institution.</p>	
<p><b>CRB</b></p> <p>This post is not subject to a CRB check</p>	
<p><b>EXPERIENCE:</b></p> <p><b>All Levels</b></p> <p>Experience of managing professional, technical and administrative staff within a local authority or other large organisation</p> <p>Experience of technical skills associated with the relevant service area</p> <p>Evidence of successful innovation, initiative and consistent achievement in either a public sector or private sector environment</p> <p>Experience of developing good working relationships with a wide range of internal and external bodies and customers as part of developing effective service delivery</p> <p>Experience of financial management including financial monitoring and budgetary control procedures of projects and budget lines</p> <p>Experience of the application and development of IT solutions in a relevant and changing environment</p> <p>Experience of site supervision</p> <p>Experience of delivering complex urban realm projects with in a highly built up area.</p> <p>Experience of project and contract management within the relevant service area of projects ranging from £1m-£5m</p>	<p>Application Form and/or Interview</p>



<p>Experience in the preparation, writing and submission of key and non-key decision reports, cabinet papers, member briefings, and committee and management reports.</p> <p>Experience in the preparation, writing and presentation of project materials to external stakeholders and the management of that process.</p> <p>Experience in defining, managing, procuring, operating and controlling services and projects by external consultants/contractors including regular performance and budget reviews.</p> <p>Experience of managing highway projects up to £10M.</p> <p>Full working knowledge of the CDM Regulations and experience in the role of the Principal Designer.</p> <p>Experience of contract management and site supervision using the NEC suite of Contracts.</p> <p>Experience of preparation of task orders, work instructions, contract documents, specifications and methods of measurement for highways works.</p>	
<p><b>SKILLS AND ABILITIES:</b></p> <p><b>All Levels</b></p> <p>Proven project management skills</p> <p>Proven team management skills</p> <p>Strong analytical and numeracy skills</p> <p>Articulate both in written and oral form</p> <p>Ability to manage budget lines, and skills to minimise budget under/overspends</p> <p>Demonstrable project/contract management skills</p>	<p>Application Form/Interview</p> <p>Application Form/Interview</p> <p>Application Form/Interview</p> <p>Application Form/Interview</p> <p>Interview</p> <p>Interview</p>

Ability to assess the impact of legislative or administrative change affecting the service and the ability to lead, manage and develop a team and the individuals within it	Interview
Ability to listen and respond sensitively to the needs of the community and to structure the service around the needs of customers	Interview
Ability to build effective and productive working relationships with colleagues	Interview
Ability to manage capital and revenue projects and to devise innovative procurement options	Interview
Ability to manage, lead and motivate staff and foster their development. To relate to and work with people at all levels	Interview
Ability to develop, implement and monitor appropriate qualitative and quantitative indicators to measure the performance of the service	Interview
Ability to contribute to corporate projects on behalf of Traffic & Transportation	
Ability to translate corporate policies into tangible service improvements	Interview
Ability to plan and work towards the long term strategic vision and to translate that vision into reality	Interview
Ability to use management information to judge service performance, and devise and implement service improvement strategies	Interview
	Interview
<b>PERSONAL STYLE AND BEHAVIOUR:</b>	
<b>All Levels</b>	
Committed to quality outputs	Application Form/Interview
Flexible, adaptable and accepts change,	Application Form/Interview

including an innovative approach to the management of change in service provision.	
Persuasive, persistent and determined	Interview
Deals well with conflict resolution	Interview
Probity and honesty	Interview
Politically aware	Application Form/Interview
<b>OTHER SPECIAL REQUIREMENTS</b>	
Willingness/ability to work out of hours	Application Form/Interview

## **Our Behaviours:**

### **1. Focus on Residents and Customer Outcomes**

- Puts the customer at the forefront of all they do
- Provides the same quality of service to both internal and external customers
- Prioritises appropriately between the competing demands of customers
- Regularly reviews, and takes responsibility, for the quality of their service and acts upon customer feedback to improve both quality and delivery

### **2. Working Together and Collaboration**

- Builds effective relationships with internal and external customers
- Shares information with stakeholders and involves them in decisions that affect them
- Is proactive in generating ideas and solutions across the organisation
- Brings out the best in team members as a leader or a peer

### **3. Aim High**

- Delivers what they promise and continuously strives to improve performance
- Understands how the organisation's vision impacts on them and their team
- Shows commitment to achieving the organisation's goals
- Encourages solution focused problem solving and tenacity when faced with challenges

### **4. Accountability, Ownership and Judgement**

- Aware of their own responsibilities and accountabilities and takes responsibility for their own actions
- Provides clear measures of success and delivers constructive performance feedback
- Seeks to effectively resolve conflict at an early stage to prevent problems escalating
- Moves things forward with enthusiasm

### **5. Say It Like It Is, Setting Direction and Leading Change**

- Makes time to listen to others and provides open and honest feedback to help others to learn and increase performance
- Readily embraces change and capitalises on opportunities created by change
- Encourages people to be creative and innovative in their work and reviews success to build on what has gone well
- Clearly communicates vision and corporate direction
- Visible at all levels of the organisation demonstrating an inspirational leadership style

#### **6. Show People Who You Are**

- Leads by example and sets a positive example for others to follow; is enthusiastic, approachable and motivational
- Treats people as individuals in a respectful and friendly manner
- Sees diversity in their team and the community they serve as positive and demonstrates a pro-active approach to promoting equality of opportunity
- Manages their own emotions appropriately

#### **7. Commercial Focus (Managers Only)**

- Always seeks value for money in all projects and initiatives
- Manages and plans the use of resources and budgets effectively
- Consider, and be able to articulate, the financial impact of your actions and decisions in the use of public funds
- Identifies and manages the risks in a course of action
- Follow the Council's Scheme of Delegation, Contract Standing Orders and Financial regulations
- Examines how partners, stakeholders and the commercial sector can support what we do

#### **8. Talent Management (Managers Only)**

- Takes time to coach others and looks for opportunities to delegate challenging work as a development opportunity
- Encourages the sharing of best practice and supports employees to be the best they can
- Treats mistakes as an opportunity to learn
- Provides constructive feedback to improve performance
- Identifies high and under performers and ensures people are supported to improve and/or rewarded