

JOB DESCRIPTION

Job Title: Highways and Transport Systems Development and Data Engineer

Directorate & Section/Unit: Economy & Infrastructure, Highways & Transport Systems and Policy

Reporting to: Head of Highways and Transport Systems & Policy

Responsible for: Matrix Management of internal and external staff assigned to the projects

Salary Grade: PO1

DMA Management Level: 0

DMA Span of Control (Direct Reports): 0

Our People Values:

To uphold and act in accordance with Worcestershire County Council's values:

- **Customer Focus** - Ensure delivery of a high-quality service which meets the needs of customers
- **Can Do Culture** - Be proactive to achieve excellence, finding solutions and creative ways of working
- **Freedom within Boundaries** - Make constructive change through cohesive decision making, ensuring services are responsive.

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Purpose of job:

- To work with teams across the Economy and Infrastructure Directorate to identify, lead and manage Highways & Technology Operations projects and programmes with specific focus on Technology and Innovation
- To develop, lead, and manage the delivery of strategic schemes and policies in accordance with national legislation
- To manage, develop and coordinate a wide-ranging portfolio of critical, specialist and complex systems and technology including Worcestershire's County Council's Public Transport Infrastructure and County wide Digital Estate
- To ensure that projects deliver to Time, Cost, and Quality and ensure that the delivery of the Enhanced Partnership and specifically its schemes benefit all parties involved as well as enhancing Public Transport throughout the County.

Main Activities & Responsibilities:

- To manage, implement and coordinate the delivery of systems and technology projects across the Directorate in line with central government advice, guidance and procedures ensuring all project aspects are identified, mitigated, managed, monitored and presented where required.

- To work with partners to organise, develop and project manage the delivery of schemes and projects within the Highways and Transport and the Technology and Policy Team working with a variety of stakeholders to deliver key objectives.
- To manage the individual budget allocated to the scheme and / or projects or phases of the scheme, ensuring it is cost efficient, maximises resources and regular monitoring and analysis is provided
- To research, advise and provide recommendations on external Highways & Transport Technology System developments and emerging transport technologies providing frequent, detailed explanations supporting decision making
- To supervise and allocate wider resource to teams and departments to deliver schemes and projects and to prioritise work based operational requirements
- To prepare business cases and evidence for development and expansion of the Highways and Transport Technology assets (including Real Time Information & Smart Ticketing Infrastructure)
- To work with transport operators on marketing, communications and information to ensure transport services are appropriately publicised and marketed across the LTA
- To manage the income targets for on street advertising as part of associated project delivery
- To prepare briefs and or tender documents for the purchase or equipment and services in the development and expansion of Public Transport Infrastructure assets (including Real Time Information & Smart Ticketing Infrastructure & systems)
- To work within a matrix management environment including the supervision of staff and contract Management as allocated to projects or programmes
- To respond to enquiries and complaints from the public, councillors, bus operators and officers relating to Highways and Transport System Technology and to provide responses for enquiries and queries from the Communications Team
- To work with operational staff to ensure provision of required outputs and deliverables including KPI's and SLA's are adhered to
- To manage and provide professional guidance to internal teams and departments where required
- To be responsible for representing the authority at a regional level where required to deliver information on how Worcestershire County Council's public transport systems are operated, managed and delivered
- To have full autonomy for allocated budgets and to report, monitor and deliver best value to ensure efficient use of funding
- To produce reports and/or presentations related to projects for a variety of audiences, including major external funders, government departments, elected members and the Enhanced Partnership Board.
- To lead changes of culture and approach with regards to Highways & Transport Systems Projects using relevant techniques to deliver sustainable change and make a positive contribution to Government and Corporate Strategy.
- To operate the established governance arrangements within projects and ensure that key information is presented, and decisions sought from the appropriate body at the appropriate time.
- To identify and secure funding for projects within the programmes, including the management of resources to develop robust bids
- To identify and be responsible for generating and securing income from on-street infrastructure and digital assets.

Generic Accountabilities:

- To maintain personal and professional development to meet the changing demands of the job, participate in appropriate training activities and encourage and support staff in their development and training
- To undertake other such duties, training and/or hours of work as may be reasonably required and which are consistent with the general level of responsibility of this job
- To undertake health and safety duties commensurate with the job and/or as detailed in the Directorate's Health and Safety Policy

- The duties described in this job description must be carried out in a manner which promotes equality of opportunity, dignity and due respect for all employees and service users and is consistent with the Council's Equality and Diversity Policy
- To act as the Information Technology Liaison Officer, in accordance with the roles defined in the Information & Business Systems service level agreement

Contacts:

In all contacts the post holder will be required to present a good image of the Directorate and the County Council as well as maintaining constructive relationships.

Internal: Elected Members, Directors, Heads of Service, Senior Managers, Management Teams, Managers & Staff across all directorates, Project Staff, Governors, Head Teachers, Teachers, Support and other school based staff

External: District & County Councils, Government Agencies & Departments, NHS, Clinical Commissioning Groups, Healthcare Professionals, Police, Fire, Probation Service, Educational Settings, Suppliers, Contractors, Service providers, Statutory and Voluntary Organisations, service users, clients, customers, parents & pupils, members of the public, volunteers

Additional Information:

- The Council reserves the right to alter the content of this job description, after consultation to reflect changes to the job or services provided, without altering the general character or level of responsibility
- Reasonable adjustments will be considered as required by the Equality Act

Author: Matt Stone

Date: July 2024
Date of grading confirmation:

PERSON SPECIFICATION

Job Title: Highways and Transport Systems Development and Data Engineer

Directorate & Section/Unit: Economy and Infrastructure / Highways & Transport Systems and Policy

Salary Grade: PO1

WCC Management Level: Frontline staff

EXPERIENCE:

It is **essential** that the post holder has:

- Substantial experience of large project and programme and change management within a complex organisation.
- Substantial experience of managing teams to deliver project outcomes
- Significant experience in managing budgets, resources, supplier contracts and associated reporting and monitoring functions
- Significant experience of developing Information Technology applications
- Significant experience in producing business cases and briefing documents for a variety of audiences
- Significant experience of working with a variety of ICT systems and functions including implementation, scheme management, procurement, process engineering, or service restructure
- Considerable experience in analytical, investigative, and explorative service improvement functions and the ability to implement
- Considerable experience in creating, coordinating and delivering consultation documents
- Considerable experience of responding to complaints and enquiries from a variety of customers and clients ensuring effective and appropriate solutions are reached
- Considerable experience of creating documents ensuring accurate data gathering to evidence decisions

It is **desirable** that the postholder has

- Experience of working within the Highways and Transport environment

KNOWLEDGE, SKILLS AND ABILITIES:

It is **essential** that the post holder has:

- Expert knowledge of the project and programme management within a large organisation
- Specialist knowledge of finance and budgetary management and associated functions
- Specialist knowledge of producing business cases, presentations, briefs and reports for a variety of audiences including stakeholders, Assistant Directors and Directors
- Specialist knowledge of implementing a variety of ICT systems
- Detailed analytical and judgemental skills to analyse interpret and communicate complex situations and data which may contain several components and from a number of sources
- Detailed knowledge of resolving and responding to complex complaints and enquiries from a variety of sources
- Excellent interpersonal and communication skills both written and oral and the ability to establish positive relationships with staff at all levels
- The ability to handle emotive atmospheres and environments with tact and professionalism
- Detailed knowledge of creating and delivering documents ensuring accurate data gathering to evidence decisions
- The ability to present information in multiple formats at a board level to elicit key decisions

- The ability to work flexibility, effectively and efficiently with internal and external organisations through partnerships to deliver complex, high-profile projects
- The ability to deliver strategic objectives in line with SLA agreements and KPI's
- The ability to work with sensitivity and within a political environment
- Excellent IT skills
- The ability to present information in multiple formats to a variety of audiences such as Directors, Assistant Directors, Senior managers and Members to elicit key decisions.
- The ability to lead, shape, motivate and influence a team through performance management

It is **desirable** that the postholder has:

- Knowledge of working with Highways and Transport projects

QUALIFICATIONS/TRAINING & DEVELOPMENT:

It is **essential** that the post holder has:

- Level 6 qualification or equivalent compensatory experience
- Project Management qualification such as PRINCE2
- Evidence of further professional development, within a relevant area