

JOB DESCRIPTION

Job Title:	Highways Operations Manager
Directorate & Section/Unit:	Environment & Infrastructure – Highways Operations
Reporting to:	Head of Highways Operations
Responsible for:	Principal Engineers, Engineers, Technicians, Inspectors, Operational and Administrative staff (approx. 40 FTE)
Salary Grade:	PO5
DMA Management Level: *	Level 2 Manager
DMA Span of Control (Direct Reports):	Approx. 5

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.

Purpose of job:

- To lead, manage and continuously improve the delivery of Highways Operations services, ensuring safe, efficient and high-quality outcomes for Worcestershire's highway network
- To provide visible and effective leadership to multidisciplinary teams, driving high performance, consistency and resilience across operational service delivery
- To ensure the Council fulfils its role as Highway Authority, delivering services in accordance with statutory duties, national codes of practice and corporate priorities
- To oversee and coordinate operational delivery within a complex, real-time environment, ensuring effective response to service demands, risks and incidents
- To lead operational planning, resource deployment and business continuity arrangements, including severe weather and emergency response
- To contribute to strategic planning, service development and partnership working, supporting continuous improvement and long-term sustainability of Highways Operations services

Main Activities & Responsibilities:

- Lead and manage the delivery of Highways Operations services, ensuring all works are undertaken safely, efficiently and to required standards, meeting the needs of local communities and stakeholders
- Coordinate operational activities within a complex, real-time environment, ensuring effective and timely responses to issues that impact the highway network and service users
- Act on behalf of the Council as Highway Authority, ensuring compliance with relevant legislation, statutory duties and national codes of practice

- Provide strong leadership and direction to multidisciplinary teams, including professional, technical and operational staff, ensuring effective performance management, motivation and development
- Ensure consistent service delivery across functional areas, supporting flexibility, resilience and business continuity across Highways Operations
- Manage significant revenue budgets and resources, ensuring effective financial control, planning and delivery of value for money
- Lead and manage contractor and service provider performance, ensuring contractual arrangements deliver high-quality outcomes and continuous improvement
- Oversee the delivery of complex programmes, projects and service activities, ensuring effective coordination of resources, dependencies and risks
- Lead operational planning, including workforce deployment, service scheduling and the effective use of assets, facilities and infrastructure
- Ensure provision of an effective countywide out-of-hours service, including nights, weekends and emergency response arrangements
- Lead and coordinate responses to severe weather events and other emergencies, including undertaking duty manager responsibilities
- Monitor and manage service performance against national and local indicators, including quality assurance and implementing corrective actions and driving continuous improvement
- Develop and maintain effective working relationships with Members, internal stakeholders and external partners to support joined-up service delivery
- Represent Highways Operations at internal and external meetings, and deputise for the Head of Service where required
- Contribute to the development and implementation of service plans, policies and strategies, supporting ongoing service transformation and improvement
- Promote innovation, best practice and continuous improvement in systems, processes and service delivery approaches

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

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, Assistant Directors, senior managers, management teams, managers and staff across all Directorates, project staff.

External: District & County Councils, Government agencies and departments, healthcare professionals, PCT, Police, Fire, suppliers, contractors, service providers,

statutory and voluntary organisations, service users, customers, members of the public, volunteers

Additional Information:

- The ability to travel throughout the county, including areas where there is limited public transport and be able to reach, including but not limited to, families, young people, internal and external clients and within a timely manner
- 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: Elliot Pritchard

Date: 02/06/2026

Date of grading confirmation:

*** WCC is aiming towards a 5-level management organisational structure with level 5 being the Chief Executive.**

PERSON SPECIFICATION

Job Title:	Highways Operations Manager
Directorate & Section/Unit:	Environment & Infrastructure – Highways Operations
Salary Grade:	PO5

EXPERIENCE:

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

- Substantial experience of managing highways or infrastructure operations services within a large, complex and politically accountable organisation
- Substantial experience of leading and developing multidisciplinary teams, including professional, technical and operational staff, delivering services through others
- Proven track record of delivering measurable service improvements, operational efficiencies and improved performance outcomes
- Significant experience of managing significant revenue budgets and ensuring effective financial control and value for money
- Considerable experience of managing contractors and complex contractual or service delivery arrangements to achieve high-quality outcomes
- Demonstrable experience of operating at a senior level, influencing Elected Members, senior officers and key stakeholders
- Significant experience of leading service delivery in high-pressure environments, including during major incidents, emergency response or business continuity situations
- Considerable experience of implementing change and driving service improvement within a complex operational environment
- Considerable experience of managing and standardising service delivery across multiple teams or functional areas

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

- Experience within a highways contracting or infrastructure service delivery organisation
- Experience of commissioning services or reshaping service delivery models

KNOWLEDGE, SKILLS AND ABILITIES:

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

- Expert knowledge of highways operations, asset management principles, materials and industry best practice
- Expert knowledge of relevant highways legislation, statutory duties and national codes of practice (including the Highways Act, New Roads and Street Works Act and the Well-Managed Highway Infrastructure Code of Practice)

- Strong leadership and people management skills, with the ability to motivate, develop and manage high-performing teams
- Excellent communication skills, with the ability to present complex information clearly and influence stakeholders at all levels, including senior leadership and Elected Members
- Ability to operate effectively within a politically sensitive and publicly accountable environment
- Strong contract and performance management skills, including an understanding of commercial practices, cost control and value for money
- Sound financial management skills, including budget planning, monitoring and control
- Ability to analyse complex information, assess risk and make informed decisions in a dynamic, high-pressure operational environment
- Ability to drive continuous improvement, innovation and service transformation

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

- Knowledge of commissioning, procurement and partnership delivery models
- Understanding of contractor commercial practices, cost control and performance mechanisms

QUALIFICATIONS/TRAINING & DEVELOPMENT:

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

- Level 7 qualification in Civil Engineering, Highways Engineering or a related discipline, or equivalent compensatory experience
- Membership of a relevant professional body (e.g. ICE, CIHT), or equivalent professional standing

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

- Formal management or leadership qualification

ADDITIONAL INFORMATION

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

- Ability to travel across the county as required
- Willingness to work outside normal office hours, including participation in emergency response and duty rota arrangements
- Political awareness and the ability to operate effectively within a publicly accountable environment
- Ability to demonstrate the Management Leadership Competencies required of a Level 2 Manager