



Role Profile

Role: Highway Network Manager

Directorate: Operations – Highways

Salary Band: Band 8 £46,249 - £51,576

Post reference: COS12

**Job Evaluation Ref
& Date:** 27/06/2019

**Role statement of
purpose:** To deliver, through collaboration with the 10 Greater Manchester Local Highway Authorities and National Highways, interventions to improve and maintain journey time reliability along the key transport corridors.

Reports to Highways Key Route Network Manager

**Key Role
Outputs(KROs)**
*these set out what
must be achieved
for the post holder
to be successful in
the role*

Key Actions
*These set out how the KROs will be achieved – the activities
required.*

1.	Delivered consistent, sound highway corridor management	• Lead the systematic improvement of road network performance for selected key corridors, working collaboratively with internal and external stakeholders. • Systematic and forensic examination of key corridors – evidence gathering, strategic planning, communications, demand management, asset management and infrastructure improvements to develop and agree a programme of planned interventions to improve journey time reliability and safety on the GM highway network. • Devise and use an analytical approach to review corridor performance, working closely with other TfGM modes, key stakeholders and Local Authorities to proactively plan improvements. • Reactively manage day-to day highway issues and recommend / introduce interventions aimed towards increased performance of the road network. • Direct collaboration with Network Monitoring staff regarding day to day operation of highway network. • Maintain an up to date knowledge of relevant legislation, regulation, national guidance, standards and industry practice. • Input into the planning for events, travel demand management, media and communication plan and other highway activities and action to be taken to reduce/ mitigate impacts.
2.	Delivered network management plans and interventions	• Identify and analyse the highway network to meet key business objectives (commercial growth, capacity / demand balance, customer service, operating efficiency, health & safety, regulatory, environment, and asset reliability/ availability). • Providing guidance and support to others, collaboratively agree appropriate, best value, data collection requirements and intervention proposals to ensure an efficient and effective highway network. • Support the development and delivery of a Greater Manchester Network Management Plan. • Develop and agree an annual and multi-year programme of minor works maximising investments that manages and delivers stakeholder expectations.

3.	Provision of a customer focused service	• Develop a customer focused approach to service delivery to provide high levels of customer satisfaction. • Constantly review internal and external stakeholder requirements and aspirations to ensure appropriate outcomes are delivered. • Work collaboratively with internal and external colleagues influencing outcomes to ensure a programme of agreed interventions is achieved. • Consistent approach in influencing stakeholders to agree prioritisation of schemes and interventions. • Work flexibly within the role and support the general activities of the service.
4.	Well developed and managed service	• Provide an effective, efficient and economic service using performance management. • Develop, provide, maintain and report key performance indicators to demonstrate efficiency and effectiveness of service delivery and continuous performance improvement. • Ensure all works are undertaken to required standards and within required timescales. • Deliver the development of asset management maturity, capability and competency across TfGM.
5.	Maximise funding opportunities	• Provide guidance, support and advice to Highway Authority colleagues to ensure maximum funding opportunities are identified and secured. • Identify funding streams in collaboration with districts to allow works to be undertaken. • Act as a catalyst and support collaborative working across GM (and wider as appropriate) to maximise financial and works efficiency.
6.	Continuous strategy, procedure and policy development.	• Propose strategies to address implications associated with legislative and regulatory changes and deliver accordingly. • Contribute to the development of business cases to support wider highway investment across all transport modes. • Develop new and updated procedures and processes as required. • Develop and implement KPIs that relate to the role and are linked to TfGM's business plan.

7.	Stakeholders effectively managed	• Establish, develop, influence and maintain effective working relationships with all internal and external key contacts and stakeholders. • Prepare and present, verbal and written communications and reports for all levels of stakeholders including Committees as necessary. • Attend and represent TfGM at meetings, seminars and presentations. • Respond to enquiries and Freedom of Information Requests from stakeholders.
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Compulsory Outputs (COs) <i>these set out what must be achieved for the post holder to be successful in the role</i>		Key Actions <i>These set out how the COs will be achieved – the activities required.</i>
C1	Ensure you comply with all applicable organisational legislation and policy:	• Data Protection Legislation • TfGM Safety Management System • Dignity at Work policy • Information assurance and security in line with Cabinet Office requirements; • Risk Management • TfGM policies and procedures • Equality and diversity legislation • TfGM's Vision & Values • TfGM's Behaviours and Competencies
C2	Any other reasonable duties as required from time to time	

Key Interdependencies	
Key Contacts	• All TfGM Functions which utilise or affect the road network • GM Local Highway Authorities • GM Police • National Highways • Key stakeholders including MP's and Elected Members

	Suppliers and Contractors
Direct reports	None
Budgetary responsibility	Responsibility for the management of the budget for the function within agreed parameters.
Location	TfGM, 2 Piccadilly Place, Piccadilly, Manchester, M1 3BG

Office Use Only	Updated	Updated	Updated	Updated	Updated
Created by					
Steve Gilholme / Kevin Hargreaves Apr 2018	Kevin Hargreaves Aug 2024				

CORRIDOR MANAGER <i>(Knowledge, skills and experience required at selection stage)</i>	
E	Essential Experience:
E1	Demonstrable knowledge and experience of highway network management.
E2	Demonstrable record of successful collaboration to achieve business objectives.
E3	Demonstrable knowledge and experience of providing best value network management solutions.
E4	Experience of using behavioural change techniques to positively influence demand on the highway network
E5	Up to date knowledge and experience of traffic management techniques and procedures including funding sources.
E6	Understanding and experience of the Traffic Management Act 2004, New Roads and Streetworks Act 1991 and Highways Act 1980.
E7	Experience of producing business cases to demonstrate the financial and economic benefits of highway interventions.
E8	Experience of working in a highly complex political environment with a proven ability to negotiate and achieve required outcomes from conflicting demands.
E9	Experience of producing and presenting reports and presentations to achieve required outcomes within demanding timescales.
E10	Experience of negotiating and persuading a variety of stakeholders in the pursuit of positive outcomes
E11	Demonstrable ability to use all Microsoft Office programmes effectively
D	Desirable experience:
D1	Programme and Project Management experience
D2	Demonstrable understanding of contract and financial management
EQ	Essential Qualifications – Technical, Vocational or educational:
EQ1	Educated to degree level (or equivalent) in a technical discipline.
DQ	Desirable Qualifications – Technical, Vocational or educational:
DQ1	Membership of an appropriate professional Institution.
EA	Essential Attributes:
EA1	Up to date knowledge and experience of highway legislation and guidance.
	Ability to lead multi-agency, multi-disciplinary teams
EA2	Honest and open with an ability to work to challenging timescales
EA3	Ability to convey a clear vision and manage within a political environment.
EA4	Ability to work collaboratively, balance conflicting aspirations and influence outcomes.
EA5	Excellent team and partnership worker.
EA6	Proactive, able to work without supervision with the drive and determination to meet targets
EA7	Ability to analyse complex information and get to the core issues.
EA8	Excellent communication, negotiation and persuasion skills
EA9	Personal behaviour that is in line with TfGM values and behaviours