

ROYAL BOROUGH OF KINGSTON UPON THAMES - ROLE PROFILE

Highways and Transport Team Manager

Permanent role, working across both Boroughs

Grade K

About you

You will be an experienced Highways and Transport professional, comfortable with driving change and improvement, you will understand the need to ensure that community engagement is at the heart of everything your team does, and you will provide leadership whilst focussing on delivery and performance management.

You will have a proven track record in leadership, which creates diverse and inclusive teams empowering them to be creative, innovative and challenge conventional thinking and processes. You will role model our STAR values and behaviours, being supportive, transparent, appreciative and respectful in all your interactions. You will be able to analyse and present evidence-based solutions to improve service delivery within a performance driven culture, linked to key deliverables across your service.

Development of your team and yourself is key to your success and we will support you as a learning organisation. The pace of change and learning and insights gained throughout the pandemic has been inspiring and we have a Cultural Competency based learning approach to assist you with your success, taking ownership of your own learning and development and empowering others to do the same as you review workforce planning as a key part of managing your resources.

Your role reports directly to the Corporate Head of Service for Highways and Transport and is directly responsible for one of the following teams: Design and Delivery team, Highway Operations team, or Sustainable Transport and Commissioning team.

About the role

Delivery

- Show demonstrable leadership as part of Highways and Transport management team.

ROYAL BOROUGH OF KINGSTON UPON THAMES - ROLE PROFILE

- Responsible for technical excellence in delivery in the relevant part of H&T.
- Recognise the central role of the team in delivering the council's climate emergency commitments.
- Responsible in the team's area for the commissioning cycle shaping, designing, and delivering services which provide good value for money and best meets the needs of localities and those people living, working, or visiting.
- Work across the organisation to understand customer and stakeholder needs, ensure joint working and effective partnerships are in place across the wider public sector, local commissioning hubs, community groups and other commissioning providers.
- Deliver cost effective highways and transport service that complies with governance and regulatory frameworks, which meets community needs within the resources available and supports achievements of both Councils' corporate priorities.
- Provide inspirational leadership and create an environment where staff can achieve.
- Manage the ranges of budgets (revenue and capital) made available and ensure resources are deployed to the best effect, ensuring effective governance and reporting, value for money and that these are well monitored and controlled.
- Manages the team's relationship with Members, and ensuring attendance at committees and working groups as required
- leads on contract and commissioning for key services within the team's remit
- Empowers a distributed leadership model where staff at all levels are leaders taking ownership and accountability for their tasks and responsibilities, monitoring performance and risk.
- Role models our values and behaviours in everything they do in accordance with our STAR values and behaviours
- Provides clarity around vision for the service and RBK's and LBS' Corporate plan, establishing clear priorities and outcomes within Service Plans.
- Facilitates change and innovation, building a team culture that encourages innovative, smart and collaborative working in a way which promotes our sustainable and climate change ambitions and drives digitization of processes and hard wires engagement for the improvement of services.
- Listens to, and works with colleagues to develop team goals in line with corporate strategy, and influences and motivates others to achieve this.
- Provides inspirational leadership in driving our ambitious Transformation programme, cognisant of our Seizing the moment programme to ensure robust financial management of service contributing to savings in the MTFP.
- Utilises data to make evidence-based decisions on the delivery of services with the best outcomes for our communities and commissions services where appropriate for best value.
- Manages all resources effectively including people, finance, IT within agreed policies and frameworks.
- Collaborates with partners, members, residents with our communities at the heart of decision making, building on the learning from the Pandemic and ensuring parties are briefed appropriately.

ROYAL BOROUGH OF KINGSTON UPON THAMES - ROLE PROFILE

- Promotes cultural competencies and ensures a diverse and inclusive workforce, in accordance with our STAR values and behaviours where everyone can bring their true authentic self to the workplace with hybrid working.

TEAM SPECIFIC REQUIREMENTS FOR EACH TEAM MANAGER - to follow

Core competencies required to fulfil the role

Vision- Seeing the bigger picture and explaining this to staff	Understanding how the Team supports and drives Transformation and how it is responsible for delivering the elements of the Corporate Plan e.g., sustainability, Carbon neutrality, Green Travel As manager, uses customer information to inform the development of relevant strategies and plans. Is openly positive about the future of the Council and counters negativity in others. Goes out of way to help colleagues to understand and stay informed about the Council and its goals. Is a champion for the values, vision and priorities of the Council.
Leadership	Role models all cultural competencies and values and behaviours, Owns, drives and promotes the Council's agenda Inspires others to feel a personal stake in the Council's future. Engenders a natural desire to accept ownership for actions/objectives and applauds these behaviours. Is seen as a role model for leadership, especially in challenging times. facilitates Cultural Change across the service as part of the Leadership team manages and implements Changes effectively, taking staff on the journey with them.
Management of resources	Translates corporate goals into clear, deliverable plans Anticipates changing circumstances, redirecting/acquiring new resources as necessary & communicating need for change with

ROYAL BOROUGH OF KINGSTON UPON THAMES - ROLE PROFILE

	stakeholders. Forward looking approach, translating longer term goals and objectives to deliver improvement, value for money and best outcomes for customers. Networks with external organisations and individuals to build value adding partnerships.
Management of Performance and Team Development	Anticipates and resolves team conflict promptly and effectively. Identifies potential in others and creates a pool of talent to meet future service needs. Creates development opportunities for individuals together with a Shared team development Plan. Encourages informal learning within and intra Teams to help improve processes and drive digitalisation. Promotes and demonstrates a commitment to lifelong learning for self and others. Drives outstanding performance through coaching, mentoring and sharing their knowledge. Identifies builds and uses networks to achieve objectives. Actively benchmarks progress and continually raises the bar.

Corporate responsibilities

Kingston Council requires managers to undertake and support a range of important corporate responsibilities including:

- GDPR
- Election duties
- Emergency planning and business continuity
- Engagement & Collaboration
- Health and Safety
- Safeguarding – protection of vulnerable adults and children
- Volunteering/social impact
- Complaints handling and investigation

ROYAL BOROUGH OF KINGSTON UPON THAMES - ROLE PROFILE

NB. The requirements of this post could include attending meetings and other events outside normal hours as expected with a post of this nature and the postholder will need to manage their work life balance flexibly to meet the needs of the role.

Essential Competencies, Skills and Knowledge (add core competencies)	Desirable Competencies, Skills and Knowledge
Degree in relevant discipline - Engineering, Highways, Transport, or equivalent significant experience	Leadership and management qualification Membership of relevant institution
Leadership experience which promotes distributed leadership, empowering others to take ownership and accountability of outcomes	
Works collaboratively with others, leading by example	
Creates a learning environment where innovation and creativity are celebrated and risks are managed	
Is competent with IT and Digital processes, seeking to drive digitisation	
Has political awareness and has the ability to work collaboratively with elected members	
Is accountable and responsible for all Team resources including People, Finance, IT	
Is able to facilitate Change and Improvements and takes others on the journey with them	
Ability to analyse data and intelligence to drive improvements and	

ROYAL BOROUGH OF KINGSTON UPON THAMES - ROLE PROFILE

collaborate with partners and communities	
Communicates clearly and effectively with teams and promotes corporate vision, plan and activities, keeping team informed of information which impacts them	
Is able to develop a commercial mindset to service and implement projects in accordance with Project management principles and framework	
Highly organised, juggling priorities under pressure, providing robust governance and compliance	
Committed to Equalities Diversity and Inclusion in everything we do	
Creates highly motivated Shared Service Teams that work together to achieve performance goals	
Builds strong working relationships between the Shared Service Teams, and all other services in order to achieve a 'One Council' approach to service delivery	
<p>Applies effective budget management techniques to achieve maximum value for money from Highways & Transport, including generating additional funding and income and preventing overspend</p> <p>Leads, manages, improves, and develops service delivery within the Shared Service Group. This includes Shared Service Planning, setting the direction, performance management, develops teams and individuals, communications and appraisals - By doing so enables change and continuous improvement</p>	

ROYAL BOROUGH OF KINGSTON UPON THAMES - ROLE PROFILE

Manages difference with one set of cultural expectations and behaviours	
Embeds Programme Management disciplines across the Team and seeks opportunities to enhance processes and eliminate carbon emissions	

Our Values

Our values and behaviours drive our organisational culture and are embedded in everything we do.

- **S**upportive of trying new ideas, with the courage to change direction.
- **T**ransparent and connected in all that we think, say and do.
- **A**ppreciative of each other, recognising and celebrating success.
- **R**espectful of difference and valuing diversity.