

Northumberland County Council  
**JOB DESCRIPTION**

<b>Post Title:</b> A69 Contract Manager (North Pennine Link Group)		<b>Director/Service/Sector:</b> Local Services.		<b>Office Use</b>	
<b>Grade:</b> 8		<b>Workplace:</b> Tyne Mills Depot, Hexham		JE ref: 3926 HRMS ref:	
<b>Responsible to:</b> Tynedale Area Manager		<b>Date:</b> July 2021		<b>Lead &amp; Man Induction:</b>	
<p><b>Job Purpose:</b> To co-ordinate the resources and Manage North Pennine Link Group (NPLG) to meet their Contractual requirements, through the Partnership made up of two local authorities (Northumberland County Council, Newcastle City Council), who hold the A69 Routine Maintenance Contract with Road Link (A69) Ltd. Ensure the contract is fulfilled through delivery of all routine highway and structure maintenance operations, inspections and technical surveys on the A69 Trunk Road, effectively using resources from the two Partners and their framework suppliers. The role will require ensuring that Northumberland County Council and Newcastle City Council develop, maintain and deliver NPLG's overall Service Plan, associated operational plans, strategies and programmes.</p>					
<b>Resources</b>		Staff			
		Directly responsible for the management of internal operational teams and external sub-contractors whilst engaged in duties related to the A69 Routine Maintenance Contract. Also responsible of professional and technical officers that discharge a wide range of functions associated with NPLG's plans, strategies and programmes.			
		Finance			
		Substantial involvement and day-to-day responsibility for co-ordination of the A69 routine maintenance budget of £10m over a five-year period, plus forecast and oversee the Northumberland County Council spend of around £1m per year. The role will also require negotiating of additional works with Road Link (A69) Ltd as part of their Capital renewal programme.			
		Physical			
		Overall management of the physical resources associated with the NPLG Partnership, including working environment, equipment, computer hardware and computer software/systems associated with delivery of the service.			
		Clients			
		Active involvement in control of the programme of all Road Link (A69) works, maintain records of Workforce personal data, authorise payments to Contractors, outside bodies & requests for plant, equipment & materials etc and maintain excellent working relationship with existing Clients, Road Link (A69) Ltd and the Highways England, delivering a quality services within required deadlines to maximise opportunities for additional works.			
<p><b>Duties and key result areas:</b> Work with the NPLG Policy Group and operational managers to support the delivery of all routine highway and structure maintenance operations, inspections and technical surveys on the A69 DBFO Trunk Road for a private company, Road Link (A69) Ltd.</p> <ol style="list-style-type: none"> <li>1. Act as first line manager and co-ordinate the programming of works to effectively deploy resources from each Partner and their framework suppliers to achieve the contract service objectives whilst maximising the role of the Partner authority.</li> <li>2. Provide a lead role in the coordination and implementation of health and safety measures required by CDM 2015 during the planning and implementation of the works.</li> <li>3. Lead on the delivery of all routine highway and structure maintenance operations, inspections and technical surveys on the A69 Trunk Road.</li> <li>4. Provide a lead role in the maintenance and operation of NPLG's quality management system (ISO 9001).</li> <li>5. Represent the Partnership at a range of meetings related to the contract and in response to enquiries from Councillors, members of the public and others.</li> <li>6. Involvement for financial management through forecasting, monthly invoicing and distribution of payments across the Partnership.</li> <li>7. Negotiate additional works for the Partners with Road Link (A69) Ltd as part of their capital renewal programme or Highways England improvements</li> <li>8. Monitor and manage the performance of the Partners through a monthly appraisal system to ensure continuous improvement and contract service requirements are being adhered to.</li> <li>9. Support the development of staff within the Partnership through training and development.</li> <li>10. Co-ordinate all HR issues for the workforce including training, remuneration etc and take responsibility for the workforce issues.</li> <li>11. Promote and maintain a positive / constructive relationship with colleagues and external contacts to promote effective partnership arrangements to secure the delivery of high-quality services.</li> <li>12. Promote good relations with all other groups of the Council to maximise performance of its functions and to achieve a co-ordinated approach to the development and provision of service.</li> </ol>					

Undertake any other duties and responsibilities consistent with the nature, level and grade of the post.

**Work Arrangements**

Transport requirements:

Travel regularly for conferences and meetings.

Working patterns:

Normal office hours with a requirement to attend evening/weekend meetings.

Working conditions:

Some exposure to outdoor working, regular attendance at meetings held at locations outside the Council's ownership and control. Work in high stress office environment with frequent and continual interruptions.

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**PERSON SPECIFICATION**

<b>Post Title:</b> A69 Contract Manager (North Pennine Link Group)	<b>Director/Service/Sector:</b> Local Services/Highways & Neighbourhood Services	Ref: 3926
<b>Essential</b>	<b>Desirable</b>	<b>Assess by</b>
<b>Qualifications and Knowledge</b>		
<ul style="list-style-type: none"> <li>● HNC, NVQ level 5 or equivalent, and possess or be working towards a relevant professional qualification (e.g. MICE, RICS, CIHT)</li> <li>● An understanding of the key Health &amp; Safety issues relating to the service</li> <li>● Adequate knowledge of current Laws &amp; Regulations, Policies, Procedures &amp; Developments</li> <li>● Demonstrate an awareness &amp; commitment to proactive customer care &amp; services</li> <li>● Significant knowledge of finance procedures and budget management</li> <li>● Awareness of Winter Services operations and procedures</li> <li>● Awareness and experience of Emergency Out of Hours procedures and Operation</li> </ul>	<ul style="list-style-type: none"> <li>● Degree or equivalent</li> <li>● Relevant professional qualification (e.g. MICE, RICS, CIHT)</li> <li>● Recognised management qualification or training (e.g. DMS, MBA etc.) or equivalent to a Level 5 qualification</li> </ul>	
<b>Experience</b>		
<ul style="list-style-type: none"> <li>● Experience of management in a comparable organisation</li> <li>● Successful track record of leading a team and of implementing change</li> <li>● Experience of operating accounts in a competitive environment</li> <li>● Experience of leading negotiations with clients, staff and other authorities</li> <li>● Experience of project/construction management</li> <li>● Working knowledge of the organisation of the County Council and Statutory responsibilities</li> <li>● knowledge of the technical professional, legal and commercial issues</li> <li>● Knowledge of construction and commercial practices in the private sector</li> <li>● Comprehensive experience of financial &amp; resource management within a comparable organisation</li> <li>● demonstrable track record of leading and managing teams and delivering outcomes that require collaborative approaches both within the organisation and with external partners</li> <li>● A successful track record of engaging effectively with others at a senior level and building productive partnerships with key stakeholders</li> </ul>	<ul style="list-style-type: none"> <li>● Experience of providing construction services</li> <li>● Experience of co-operative working</li> <li>● Experience of managing an organisation with ISO 9001, and OHSAS 18000</li> <li>● Detailed knowledge and understanding of the issues facing contracting organisations</li> </ul>	
<b>Skills and competencies</b>		
<ul style="list-style-type: none"> <li>● A corporate and collaborative commitment to tackling issues in a non-departmental manner</li> <li>● Logical &amp; analytical approach to decision making</li> <li>● Good time management and prioritisation skills</li> </ul>	<ul style="list-style-type: none"> <li>● Good marketing and promotional skills</li> </ul>	

<ul style="list-style-type: none"> <li>● Financial and commercial awareness</li> <li>● Excellent written and verbal communication skills</li> <li>● Excellent presentational skills</li> <li>● Experience in Microsoft Office (Including Microsoft Project)</li> <li>● Personality, conduct and credibility that engages and commands the confidence of colleagues, Council Members and other stakeholders</li> <li>● Ability to provide visible and supportive leadership, empowering, enabling, motivating and developing the staff and fostering a positive organisational culture</li> <li>● Able to maintain a clear overview of the issues affecting NPLG</li> <li>● Aptitude for developing innovative solutions to complex problems</li> <li>● Ability to independently propose, develop and implement effective strategies in pursuit of agreed goals and to make clear, informed, appropriate and timely decisions</li> <li>● Excellent interpersonal and communication skills to relate effectively to, and command the respect, trust and confidence of, colleagues, Council Members, and other stakeholders.</li> </ul>		
<b>Physical, mental, emotional and environmental demands</b>		
<ul style="list-style-type: none"> <li>● Ability to remain calm &amp; professional when dealing with emotive issues concerning construction schemes &amp; explaining the council's legal position &amp; responsibility. Also including emergency situations e.g., Accidents, flooding &amp; winter services</li> <li>● Ability to deal with frequent interruptions &amp; prioritise from conflicting demands.</li> <li>● Ability to lead &amp; motivate a team &amp; individuals.</li> <li>● Be self- motivated, adaptable &amp; resourceful.</li> <li>● Requirement to remain alert for traffic &amp; other potential hazards both when on Public Highway &amp; on various sites.</li> <li>● Able to maintain general awareness for safe working conditions with some periods of concentration as well as lengthy periods of enhanced concentration.</li> <li>● Ability to sustain high levels of customer service whilst under pressure of conflicting priorities.</li> <li>● Extensive contact with public/clients in dispute/negotiations.</li> <li>● Emotional demands frequently dealing with aggressive, distressed, angry or upset persons in connection with Highway's activities or with persons making official complaints about a Council service or the conduct of staff or contractors.</li> </ul>		
<b>Motivation</b>		
Self managing, motivated, driven individual with minimum need for supervision or Executive intervention or instruction		
<b>Other</b>		
Full driving licence required - Category B. Ability to attend meetings and access sites and premises in various locations		

Key to assessment methods; (a) application form, (i) interview, (r) references, (t) ability tests (q) personality questionnaire (g) assessed group work, (p) presentation, (o) others e.g. case studies/visits