

Director

Job Description (Tier 2)

Job title	Director of Highways
Salary	Hay Band AD: £97,472 - £131,798 per annum
Benefits	Agile working, generous annual leave entitlement, pension, inclusive culture
Directorate	Communities Directorate
Team	Highways
Accountable to	Executive Director for Communities
Hours	37 hours per week
Location	Shire Hall, Warwick
Accountable for:	
<ul style="list-style-type: none"> • Team Responsibility (FTE) 	190.57 FTE
<ul style="list-style-type: none"> • Annual Budget 	£18,312,886 revenue budget
Politically restricted role	Yes
JEID (Job Identifier number)	
Statutory responsibility	N/A

Context

As Director of Highways at Warwickshire County Council (WCC) you will be part of our senior leadership team working collaboratively with other Directors and senior leaders to deliver our organisational outcomes.

The Director of Highways role brings together our Engineering Design Services and County Highways functions, with a clear focus on highways scheme design and delivery, the operation of the Highways Maintenance Contract, managing the network, delivery of the member delegated budgets scheme and the management of all assets, including lighting, signals, structures, and public rights of way. Effective collaboration and communication between Directors, project leads, and Tier 3 managers are the cornerstones of successful delivery and ensuring that we work effectively.

The Director will be responsible for the delivery of high performing services which contribute to the strategic outcomes of the Warwickshire Council Plan, taking direct operational responsibility for services, working closely with our partners and communities to ensure consistent service delivery across the county of Warwickshire.

The Director will develop and maintain effective working relationships with stakeholders, including elected members; Department for Transport; National Highways; Transport for West Midlands; and other organisations and individuals as appropriate.

The Director will maximise commercial opportunities and income streams to enable the financial sustainability of WCC and will deliver a mixed economy of services at the optimum cost of delivery through the delivery of lean and efficient services and adoption of modern working practices. The Director will ensure that services are delivered proportionate to need, building and strengthening our community capacity to enable a stronger resilience base.

Key responsibilities (including technical responsibilities and key stake holders/customers)

Strategic/Operational Planning and Organisational Leadership

- Deliver to the operational vision of the service(s) as set by the Council Plan and the organisation's strategies.
- Take accountability for operational outcomes, performance, management, and delivery of the services.
- Develop a robust operational business plan to ensure operational requirements are delivered to time, quality, budget, and performance standards.
- Ensure service areas set and operate robust financial plans and controls.
- Meet the reporting requirements as set out in the Council's performance framework.
- Lead, manage and drive through operational objectives of the service.
- Manage and control allocated operational budgets to ensure the Council delivers a balanced budget and achieves savings across the service.
- Deliver allocated service specifications, statutory or regulatory duties.
- Ensure the safe operation of the business and compliance with appropriate regulations and legislation.

Management of Resources and Continuous Improvement

- Gather and analyse information across the whole service system to identify, understand and consider fresh approaches to improving service delivery.
- Set clear measures of success to drive down costs and, where appropriate, generate income and deliver against specified outcomes.
- Lead on achieving the optimum quality demonstrated through customer satisfaction levels.
- Manage the integrated customer pathways, working collaboratively across organisational boundaries to ensure the most effective deployment of both internal and external resources.
- Ensure operational contractual arrangements are managed effectively to ensure the operational requirements of the service are delivered.
- Manage all activity within the service and ensure the delivery of demonstrable performance and outcomes as outlined in the Council's service specification/s.

People Leadership

- Establish a culture and environment of excellence and high performance across the workforce, where innovation and creativity are encouraged and rewarded.
- Ensure services have the right capacity and capability to deliver service priorities through effective workforce planning, recruitment, and talent management planning.
- Develop effective relationships with key partners, customers, and stakeholders in order to deliver high quality and professional services.
- Ensure the service has the right people in the right roles with the right skills and behaviours to maximise performance.
- Ensure the most effective use of resources, including financial management, human

resources and delivering outcomes through effective contract and performance management.

- Act and operate corporately across WCC, adopting a one Council approach.
- Act as a positive role model for ‘our behaviours’ at all times.

Person Specification: What we are looking for

Technical Competencies and Professional Expertise that are essential

- A strategic leader with significant senior-level expertise and experience in a Highways Engineering field.
- Experience of leading and managing high performing teams of staff, balancing strategic thinking with hands-on leadership.
- Experience of managing in a political environment, working closely with elected members and an understanding of the complexities of local government.
- Successful experience of leading and delivering complex engineering projects and programmes.
- Demonstrable experience of successful budget management, including the realisation of service-level savings.
- Previous experience of working in a Highways Delivery and / or Engineering Design Services function, and experience of having worked in a traded service or commercial environment.
- Strong and effective partnership working, the ability to collaborate effectively and forge lasting relationships with a wide range of partners and stakeholders.

Our Competencies

Our competencies and behavioural indicators (defined within each core competency) describe the behaviours, actions, and activities which we believe are associated with effective performance and job success. These will be considered, along with the behaviours and values, in our application and assessment process.

Generic Competency	Indicators
Driving organisational performance through change	Translates strategic priorities into clear outcome-focused objectives for managers and teams. In doing so, establishes an inclusive culture that ensures appropriate support and resources are in place which allow people to be the best they can be and to deliver their objectives. Provides clarity about actions required to achieve results and address unexpected developments.

	<p>Recognises the need for change, develops and leads programmes and solutions to deliver the vision for effective organisational change. Translates the requirement for change into clear objectives, effective plans, and systems.</p> <p>Engages others to work collaboratively, gains buy in and commitment to change. Manages difficult or complex changes and encourages and supports others to do the same.</p> <p>Acts as a role model by inspiring, developing, and empowering others to respond effectively to change. Is visible, listens and communicates change clearly.</p> <p>Monitors progress on the delivery of change projects, ensuring results are aligned and delivered to meet the organisational strategy. Undertakes periodic reviews of outcomes and business measures to identify areas for improvement.</p> <p>Takes accountability for the wider implications of change in their own area of responsibility.</p>
Generic Competency	Indicators
Organisational & People Leadership	<p>Translates strategic objectives and political agendas into clear, tangible, and manageable plans and determines resource requirements to support implementation. Helps others understand WCC and the complex environment in which it operates.</p> <p>Considers the diverse needs of customers and partners in formulating functional objectives and drives the delivery of service outcomes and quality.</p> <p>Ensures service outcomes are delivered at optimum efficiency and cost, and that statutory and organisational requirements and standards are met. Reviews the delivery of services to evaluate performance and to consider improvements required. Enables WCC to respond with agility to changing priorities.</p> <p>Inspires staff and partners to engage fully with the vision and direction of WCC. Designs and drives strategies to develop capability across the teams. Leads talent and career management for all and encourages continuous learning and development.</p> <p>Embeds an inclusive and collaborative working culture which values diversity, encourages openness and recognises contribution and success. Ensures the wellbeing of all our people is prioritised, and promotes WCC's values, behaviours, and ways of working.</p>

Generic Competency	Indicators
Finance and Commercial Leadership	<p>Interprets financial information to help the function understand and takes into account a range of commercial, as well as technical, operational, and service quality factors.</p> <p>Develops and establishes commercial and financial objectives and targets and supports teams to deliver and achieve.</p> <p>Ensures commercial considerations are fully considered in policy implementation, decision making and contract management.</p> <p>Applies understanding of financial and commercial matters to draw out key conclusions, create robust business cases to justify proposals and outline and manage resources, capacity, and costs.</p> <p>Reviews service delivery and performance against service agreements and contracts. Identifies variances and takes corrective action to ensure all targets are met and value for money is achieved.</p>
Generic Competency	Indicators
Strategic Thinking & Planning	<p>Reviews the external environment together with the organisation's strategic plans to identify trends, opportunities, risks and benefits for the function.</p> <p>Develops in-depth insight into the issues facing WCC including political, economic, social, environmental, and technological impacts. Identifies and shapes the functional agenda and purpose in delivering services to meet stakeholder requirements.</p> <p>Uses insights to create prioritised plans to enable the achievement of the organisation's strategic goals.</p> <p>Anticipates and responds to organisational issues and challenges by balancing a range of operational interventions and solutions.</p> <p>Ensures all areas of departmental/functional activity are focussed, co-ordinated and prioritised on delivering the greatest value for the organisation.</p>
Generic Competency	Indicators
Performance & Standards	<p>Ensures the safe operation of the function and compliance with the organisation's governance framework, appropriate regulations, and legislation.</p>

	<p>Develops end to end performance improvement plans, taking into account of the needs of customers.</p> <p>Uses technology, innovation, and modern working practices to improve performance, customer experience and maximise service efficiency.</p> <p>Identifies ways to improve systems and structures to deliver services with streamlined resources.</p> <p>Provides open and transparent service performance information.</p> <p>Expects and supports high standards of performance through clear purpose and accountability and challenges poor performance.</p>
Generic Competency	Indicators
Relationship Management	<p>Uses understanding of differences and similarities between WCC and its partners to improve working relationships.</p> <p>Takes account of culture, governance frameworks, politics and the views of different audiences and applies this understanding to engaging and influencing a wide range of stakeholders.</p> <p>Addresses potential and anticipated reactions and resistance by using a flexible communication and influencing approach.</p> <p>Develops deep insight into own style and impact and is adept at reading and influencing a variety of people.</p> <p>Builds strong relationships based on credibility and trust with the internal or external customer and the wider organisation.</p> <p>Engages and empowers others to work collaboratively across all functional boundaries and with partners and stakeholders.</p>
Generic Competency	Indicators
Personal Leadership	<p>Understands and manages the political, organisational, and personal factors that can have an influence within the workplace. Displays leadership behaviour and remains calm and objective in all situations.</p> <p>Acts as a stabilising influence in challenging situations.</p> <p>Delivers personally and through others / across projects by setting clear goals and targets, monitoring progress, and holding people to account.</p>

	<p>Demonstrates flexibility and adaptability in light of new information. Accepts feedback and responds in a thoughtful and considered way.</p> <p>Creates an environment to support the development of skills to overcome challenges. Fosters and adopts a continuous and professional development approach showing interest in new ideas and opportunities to build success.</p> <p>Balances drive to deliver and succeed with strong business ethics and safeguards WCC's reputation.</p> <p>Builds positive and collaborative relationships based on trust and support.</p>
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Our Values and Behaviours

We want to support our workforce to be best they can be. Our Behaviours and values provide a framework for our culture and reflect the standards we expect from all our people. We are committed to creating a working environment of equality, respect, and inclusion where everyone can thrive and contribute to our community. Working with us gives you the opportunity to make a real difference to the lives of the people of Warwickshire.

You must be able to demonstrate that you role model the Warwickshire values and six behaviours.

Our Values and Behaviours – The Warwickshire DNA



High performing



Collaborative



Customer focused



Accountable



Trustworthy



do what we say



move with purpose and energy



focus on solutions



help people and communities to find their own solutions



build strong working relationships



be the best we can be