

OPERATIONS MANAGER ROLE PROFILE (Payband: TM3)

OVERALL JOB PURPOSE

- To develop and maintain the resource capability of delegated operational and business area(s) and, by effectively managing its performance, support the delivery of the Agency's Network Operator Role in traffic management.
- To minimise the impact of congestion associated with incidents and events on the network thereby improving both road safety and journey time reliability for road users.

CONTEXT

- The Traffic Officer Service is responsible for the 24/7, 365 day operation of the strategic road network in England to support the delivery of a safe and reliable network with well informed users.

KEY RESPONSIBILITIES (INCLUDING RESOURCES)

- Provide operational direction and support to staff managing major and critical incidents
- Effective management of resources to achieve operational and business objectives and key performance measures (as part of duty manager role)
- Deliver continuous improvement and positive impact on the service, in delegated functional and/or operational area(s)
- Provide visible and effective leadership across the region
- Deliver a customer-focused service across the network
- Management of outstations/the Regional Control Centre (RCC), ensuring the outstations/RCC has the resource capability to achieve operational and business objectives and key performance measures.

KEY RELATIONSHIPS

Internal

- On-road Traffic Officers and Team Managers
- RCC Operators and Team Managers
- Operations Managers
- Regional Operations Manager
- RCC business support team e.g. to develop supporting systems and processes, provide management information
- Regional Performance and Regional Planning teams e.g. to identify actions that will lead to improvements in network performance
- Managers from other Traffic Officer Service regions e.g. to agree cross-border protocols and review practice against these protocols
- Highways Agency central teams e.g. to discuss business development initiatives
- Human Resource business partners e.g. performance, sickness and disciplinary management and welfare issues

External

- Police forces e.g. incident management
- Other emergency services
- Managing Agents e.g. to discuss performance trends and identify how the two services can integrate their working practices to improve network performance
- Local Highways Authorities e.g. to develop joint working agreements/arrangements
- National Traffic Control Centre management
- Emergency customer welfare providers e.g. Red Cross
- Taylor Woodrow

KEY WORK OBJECTIVES

Performance

- Develop and achieve operational and business objectives and key performance measures for delegated functional and operational area(s)
- Improve service performance levels through effective implementation of business development initiatives

Incident Management

- Minimise the negative impact of major/critical incidents and events on the network and community by providing tactical direction (in line with the Standard Incident Management Framework) and support to Highways Agency and Highways Agency-led resources

Customers Service / Stakeholder Relationships

- Monitor and continuously improve customer satisfaction levels
- Develop, maintain and promote positive relationships and engagement with key regional partners, stakeholders and the rest of the Highways Agency

Safety and welfare

- Provide the safest practicable working environment for staff, partners, stakeholders and the public
- Take all reasonable measures to ensure the welfare of staff and fulfil 'duty of care' responsibilities to members of the public, partners and stakeholders

People Management

- Monitor and manage the performance of all staff against national, regional and local objectives and key performance measures
- Develop all staff, ensuring they attain the required competencies, behaviours, knowledge and personal attributes for the role

Leadership

- Motivate and inspire others to achieve individual and organisational objectives through highly visible and effective personal interventions

KEY SKILLS AND COMPETENCES

- Leadership (Level 3)
- People Management (Level 4)
- Safety (Level 4)
- Incident Management (Level 4)
- Organisational Performance Management (Level 3)
- Partnership Working and Stakeholder Management (Level 3)

ELIGIBILITY CRITERIA

- Managerial and operational experience, ideally in a 24/7 environment.
- You should have held a full valid driving licence for 2 years with no more than 3 points on your licence at the time of applying.

Note: Applications from Highways Agency staff who are currently employed in an on-road safety critical role within the Traffic Officer Service are exempt from the '3 points' rule