

PERSON SPECIFICATION

JOB TITLE

Regional Operations Manager

REPORTS TO

Divisional Director

OVERALL JOB PURPOSE

- Support the Regional Director in promoting the Agency's reputation through visible and effective partnerships with the police and other emergency services, regional resilience forums, media and other key stakeholders.
- Direct the operation of Strategic Road Network for the Region. Deploy the Traffic Officer Service in response to events, incidents and severe weather, managing effective, value for money delivery in the region. Driving standard working practices and common working procedures to ensure a consistent approach in line with HA standards
- Direct critical decisions in operational real time leading on crisis management as appropriate and securing intelligent deployment of all available resources to prioritise response capability.
- Embed performance management, securing effective tasking and co-ordination to deliver targets that drive the reliability agenda while maintaining the safety culture essential for the safe operation of the business.
- Influence the development of Traffic Officer Service to enhance and prioritise response capability on the Strategic Road Network taking lead role for allocated area of responsibility.

KEY OBJECTIVES

Leadership

- Establish visible and effective relationships with key stakeholders to secure effective co-ordination of response to incidents, events and other emergencies. Contributing effectively to the Highways Agency's response for civil contingencies through Regional Resilience Forum.
- Positive contribution at National Consistency Group and leading specified sub-group to enhance the efficiency of Traffic Officer Service and enable consistent implementation of corporate decisions, processes and procedures.

Planning

- Accountable for the development of the Region's operational plan to deliver services innovatively, sharing best practice, achieving best value from resources and accountability for actions.
- Commission and utilise intelligence products to identify risk and inform the effective tasking and co-ordination of effort that provides the best response to matters affecting reliability and safety of journeys.

Delivery

- Engage staff in a performance based culture, achieving high safety standards and placing delivery of the Customer Promise at the forefront of service.
- On matters arising from leading specified sub-group or other project.
- Effectively discharge assurance to Regional Director in the Stewardship of the region.

Operations

- Contribute to PSA targets through the control of incidents, effective traffic management and provision of information to achieve key performance indicators.
- Direct and control effective incident, event and crisis management within agreed frameworks ensuring effective de-brief, resolution of identified actions for improvement and adoption of best practice.

MAIN RESPONSIBILITIES (INCLUDING RESOURCES)

Stakeholder Engagements

- Responsible for the development and deployment of effective operating protocols with key partners and stakeholders.

Planning

- Responsible for commissioning and utilising intelligence products in the development of strategies that contribute to reliable journeys and the reduction of incident related congestion.
- Responsible for the development of the operational plan that supports achievement of the Region's performance targets.
- Accountable for effective emergency and event planning and developing the regional response under the Civil Contingencies Act - Cat 2.

Delivery

- Responsible for maintaining the safety culture essential for the safe operation of the business.
- Responsible for acting within financial delegations for related budgets and achieving value for money.

Operations

- Responsible for the operation of the regional control centre, the deployment of the on-road service and the co-ordination of activity with other services and providers.
- Accountable for effective tasking and co-ordination to contribute to the reliability agenda, meeting key performance targets and keeping customers informed.
- Accountable for the critical decisions and co-ordination of effort to secure effective incident, event and crisis management, including the utilisation and management of media, on-call as necessary.

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Eligibility Criteria

- Minimum of 5 years managerial experience in an operational role.

or

- University level education with 5 years experience in an operational role, including 3 years of managerial responsibility.

and

- Must live within 1 hours commutable distance from the chosen Regional Control Centre, or be prepared to relocate at own expense if successful in gaining the post.
- Experience of motorway driving
- Have held a full valid UK driving licence for 2 years with no more than 3 points on your licence (at the time of sending in your application).

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

Competencies

- Leadership
- Safety
- Incident management
- People management
- Organisational performance management
- Partnership working and stakeholder management