



Role Profile

Role title	Area Manager (Highways)
Business Division	Highways and Environment
Grade	COR 12
Reports to (role title)	Highways Operations Manager
Version	1
Job code	003898

Approving Manager	Chris Biddick
Approving Business Divisional Head	Andy James
Approving Director	Dominic Bostock
Date	July 2020

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Role purpose

The management and delivery of operational highways services and minor civil engineering works within a defined geographic area, including day to day liaison with all relevant stakeholders.

As an Area Manager, reporting directly to the Operations Manager, the post holders will be expected to directly contribute in developing strategic aims and objectives for the highway operations sub-division, identifying business opportunity, driving innovation and achieving financial targets.

In addition to be wholly responsible for all aspects of health and safety, quality and efficiency within a defined area.

Dimensions

Annual financial accountability

Revenue and capital funded highway maintenance and minor civil engineering works to an annual value of £5-10m.

Direct accountability for the following roles

40-50 operatives (including sub-contractors and seasonal workers).

Total number of employees that report to the role (directly and indirectly)

50

Other key statistics

Corserv Solutions Limited working with Cornwall Council are responsible for:

- 7297km of road network
- Structures – 1500 bridges and 1200 retaining walls
- Turnover of £133m
- £50m value of the Term Contract
- 50+ Sub-contractors managed
- Depots – 3 major, 10 satellite, 15 chipping bays
- 27 Cemeteries and approximately 300 graves p.a.
- 80% recycling and composting rate.
- 6 Aggregate recycling bank locations
- 4300km of footpaths and bridleways
- 200km multi use trails
- 350km of coastal footpath
- 6% of the County open to public access.

Context

The Cormac division of Corserv Solutions Ltd is one of the most highly regarded, trusted and well-known companies in the Southwest. Cormac is committed to contributing to sustainable economic growth, resilience and safer communities in Cornwall. We are a wholly-owned Cornwall Council company that has successfully been trading in the open market for a number of years. With a turnover of

approximately £133m pa and employing some 1600 fulltime staff, we are considered to be a major employer in Cornwall.

Cormac provides highway and environmental design and maintenance services, construction of major highway schemes, surfacing and facilities management services including property maintenance, cleaning and caretaking services. Cormac also provides fleet management and maintenance, quarried stone and aggregates and laboratory services. We deliver these services to Cornwall Council, other public bodies and a portfolio of private clients including major civil engineering contractors and consulting engineers. Cormac is committed to safeguarding and is an equal opportunities employer.

Cormac Highways and Environment is the business division dedicated to the maintenance and management of the natural and built environment including Cornwall's highways, public open spaces and countryside. This role will work closely with Cornwall Council Members, elected representatives, volunteer groups, national and regional agencies, clients and customers in the management of highway maintenance and minor civil engineering works across the area.

The post holder is responsible for ensuring that all highway maintenance and minor civil engineering works are delivered to excellent safety, quality and cost efficiency standards and that key stakeholders are fully informed at all times.

The role will be critical in transforming service delivery in Cornwall to achieve strong, sustainable communities. Working with the Operational and Network Management staff, Members and partners, the role will develop new joined-up ways of working, contributing to a corporate approach to service delivery and focus on the provision of services in new and innovative ways.

Accountabilities

- To ensure that "Safety First" is embedded within the culture and behaviours in everything we do and to lead by example.
- To be specifically responsible and accountable for health, safety and environmental compliance for works under the post holder's control.
- To lead the operational works delivery team in a designated area ensuring that works are delivered in full accordance with specification, current standards of practice and to an acceptable quality.
- To adhere to relevant Health & Safety and environment legislation, to undertake regular auditing and to take an active role in developing and improving standards.
- To contribute directly to the development and implementation of the strategic aims and objectives of the highway operation sub-division with input to the annual business planning cycle.
- To deputise for the Operations Manager as required.
- To set challenging goals for all staff and to monitor performance via regular reviews and performance reporting.
- To manage and enforce company policies and procedures as required, such as disciplinary and capability.
- To own and be accountable for financial performance, within defined area of responsibility, ensuring that all financial transactions are completed in a timely and auditable fashion in order that monthly and annual targets are achieved.
- To identify local business risks, identifying and implementing corrective measures as appropriate.
- To manage works programmes issued through the term service contract and to determine the appropriate levels of labour, plant and materials required to undertake work in the most efficient and economic manner to meet targets set out in the Business Plan.

- To collaborate with other managers across Cormac to share resources (plant, labour and materials) to meet service and seasonal demands.
- To continually look for innovative ways to improve efficiency and effectiveness and to provide local knowledge and specialist advice to staff throughout Cormac and/or Cornwall Council.
- To undertake external contracts as directed and to attend meetings with potential clients in order to secure additional turnover.
- To liaise with members of the PRO, Asset, Operational and Network teams to determine an agreed programme of works.
- To ensure that all staff (operatives and sub-contractors) are suitably qualified and trained, identifying an annual programme of training reflecting future business need and compliance.
- To contribute to the planning and implementation of winter service and emergency response (in and out of hours including standby duties), and to coordinate activities.
- To manage waste disposal in accordance with current legislation and develop further the current recycling initiatives and seek innovative solutions for the use of recycled products.
- To maintain confidentiality of information acquired in the course of undertaking duties for the Company.
- To be aware of, and adhere to, applicable rules, regulations, legislation and procedures e.g. Cormac (equal opportunities, policy/code of conduct), national legislation (health and safety, data protection).
- To be responsible for your own continuing self-development, undertaking training as required.
- To undertake other duties appropriate to the grading of the post.

Key objectives for the next 12 months

- To ensure that "Safety First" is integral to our culture and behaviours in everything we do and to lead by example
- To demand excellent levels of quality and safety compliance from operational teams
- To meet financial targets, driving efficiencies with innovative methods of working and close control of costs.

Competencies and other requirements

We use the following criteria below to assess your suitability for the role; please refer to the recruitment & selection column to establish at which stage the criteria are assessed.

Requirements assessed at the 'Application' stage represent the minimum essential requirement for shortlisting purposes

Behavioural Competencies	Recruitment and selection
<p>Making Safety First This is about ensuring safety is at the forefront of everything we do and embedded throughout the business, enabling Cormac to be recognised as a proactive leader in risk management and contributing to our aspiration of Zero Harm for everyone involved with, or affected by our work activities</p> <ul style="list-style-type: none"> • Ensure clarity of instruction and briefing of required safe standards for every job • Lead from the front in demonstrating safe working practices and never 'walking-by' • Supports team, ensuring all work equipment and PPE is available before work commences • Being open to alternative suggestions on safe working and encourages 	<p>Interview</p>

open communication with team and management	
<p>Working Together towards a Successful Business</p> <p>This is about contributing to good working relationships and team effectiveness, so that the collective performance is greater than the sum of each individual's effort, whilst recognising the contribution each team makes to Cormac's business objectives. This is seen by:</p> <ul style="list-style-type: none"> • Putting own priorities to one side if necessary to support the greater need of the team • Challenging decisions where they crucially affect the interests of the team or business • Making suggestions for improving own or others' work • Raising difficult issues with colleagues to improve relationships or address misunderstandings 	Interview
<p>Leading the Business and Managing Change</p> <p>This is about contributing to the business and inspiring others to learn and develop whilst accepting challenges, especially in times of change. This is seen by:</p> <ul style="list-style-type: none"> • Encouraging and supporting individuals, even when results could have been better • Giving individuals ownership of their work rather than controlling everything • Willingly accepting responsibility for challenging goals and targets • Promoting effective working during change by coaching and encouraging experimentation 	Interview
<p>Satisfying our Customers and Engaging with our Community</p> <p>This is about contributing to good customer (including client) relationships and working with and engaging our partners and communities to support local aspirations. This is seen by:</p> <ul style="list-style-type: none"> • Asking questions of and listening to customers to gain a deeper understanding of their needs • Trying to resolve problems or complaints • Proposing solutions for customers which are mutually favourable • Successfully persuading colleagues and/or customers of the benefits of doing the right thing 	Interview
<p>Sustaining and Innovation our Business</p> <p>This is about contributing to the ongoing success and development of Cormac's business, by growing and innovating for long term sustainability. This is seen by:</p> <ul style="list-style-type: none"> • Delivering priorities without compromising long term objectives • Considering the impact of social, environmental, economic, political and technical factors in decision making • Actively looking for and initiating efficiencies and achieves savings • Innovating and developing new ways of delivering solutions 	Interview

Knowledge, skills and experience	Recruitment and selection
A civil engineering related academic qualification or demonstrable equivalent experience.	Application Form
Significant professional experience of managing a multi-disciplined highways and/or civil engineering works delivery team.	Application Form Interview
A sound engineering background is essential to enable the post holder to make decisions and provide guidance to team members, on complex issues relating to highways infrastructure.	Interview
A proven commercial background with an operational understanding of business accounting principles and processes,	Application Form Interview

with demonstrable negotiation and pricing skills.	
Experience in dealing with a wide range of stakeholders, both internal and external, which will require a high level of communication through oral and written presentation.	Application Form Interview
An understanding of highway and environmental related legislation, policy and procedures.	Interview
Sound and thorough understanding of Health and Safety Legislation and Environment Law related to managing an operational service.	Application Form Interview
Up to date knowledge and understanding of government policy and legislation on environmental issues and associated best practice.	Interview
Experienced in leading and monitoring a large team of staff ensuring output and service standards are met whilst remaining customer-focused.	Application Form Interview
Relevant CSCS Card	Application Form

Other requirements	Recruitment and selection
Valid driving licence	Application Form
The normal duties of the role may involve travel on a regular or occasional basis. It is a condition of employment that the role holder can exercise satisfactory travel mobility in order to fulfil the obligations of the role. For those journeys where an alternative form of transport is unavailable or impracticable the role holder will be required to provide a suitable vehicle.	Application Form
This role has been identified by the organisation as safety critical	YES
This post is subject to overtime (where approved/appropriate)	NO
This post is subject to the Company's Flexitime Scheme	NO
This post is subject to a criminal records disclosure check	NO
This is a politically restricted post	NO

Structure chart

