

CORMAC

Role Profile

Role title	Assistant Service Delivery Manager
Business Division	Term Service Contracts (Highways and Environment)
Grade	COR10
Reports to (role title)	Service Delivery Manager
Version	1.0
Job code	

Approving Manager	Luke Hadfield
Approving Business Divisional Head	Chris Biddick
Approving Director	Andy James
Date	May 2026

If you would like this information in another format please contact:

Corserv Head Office
Radnor Road
Scorrier
TR16 5EH

Telephone 0300 1234 003
Email contactus@corservltd.co.uk
www.corservltd.co.uk



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**A CORNWALL
COUNCIL COMPANY**



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Role purpose

To be responsible for the central delivery and coordination of a range of highway maintenance operations within the highways operations team, as part of the delivery of the highways term service contract, along with working to develop Cormac's external works from client liaison to operational delivery. This is a critical role which is responsible for the efficient delivery of high-profile activities on the highway network.

Dimensions

Annual financial accountability

Accountable for the delivery of approx. £4 million and the contract management and planning in excess of £6million worth of work

Direct accountability for the following roles

Highway Technicians x 4
Highway Technical Support Officer x 1
Highways Technician apprentice x 1

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

20 - 40 including sub-contractors

Other key statistics

CORMAC employs over 1600 staff, equating to over 1000 FTEs
CORMAC's turnover £80+m
Value of the Term Contract - £40m
No of sub-contractors managed - 50+
Length of road network - 7,291km
4489km of footpaths and bridleways
129km multi use trails
350km of coastal footpath
No of Structures – 1500 bridges and 1200 retaining walls
No of Depots – 3 major, 10 satellite, 150 chipping bays
No of schools served (cleaning, catering, landscaping and grounds maintenance) – 220
6% of the County open to public access.
223 equipped play areas
40 directly-managed council-owned beaches

Context

CORMAC is a wholly owned Cornwall Council company which started providing services in April 2012. Our priorities aligned with those of Cornwall Council are to contribute to sustainable economic growth, to create a better environment, to contribute to resilient and safe communities and to become a high performing company through continual improvement.

Working for both public and private sector clients, CORMAC concentrates on developing an effective integrated multi-service delivery model offering start-to-end services. CORMAC is a collective of a diverse range of services including maintenance, construction, management, technical, supply and support

services working across the environmental, infrastructure, highways, facilities management, consultancy and fleet sectors.

CORMAC provides local communities with the essential services for everyday life through a multi-service delivery model, maximising the value and effectiveness of the solutions we provide through our local experience and diverse, locally based resources. Our technical resources enable us to not only to deliver frontline services, but to also design the way they are delivered, developing a collaborative relationship with clients and communities to create innovative solutions for service delivery.

Accountabilities

- The supervision of multiple sub-contractor resources undertaking a range of highway and minor civil engineering works across the county.
- To ensure all schemes are planned and delivery safely and efficiently that fall within the responsibility of the role
- To ensure regular safety, environment and quality audits are carried out on sub-contractors working on behalf of Cormac
- To ensure, where appropriate that sites and schemes are marked out in advance of work commencing
- To ensure that schemes are costed accurately to ensure commercial objectives are met
- To develop works packages, where appropriate ensuring CDM compliance
- To subcontract schemes to the market where required in compliance with Cormac's procurements rules
- To ensure that all safety incidents, including near misses, are reported in a timely and comprehensive manner
- To manage the relevant contracts Cormac have in place including chairing regular review meetings, actioning KPI scorecards and raising NCR's where necessary
- To effectively communicate with staff including the delivery of daily pre-start briefings, the content of risk assessments and any other relevant information.
- To check that the appropriate training certificates / cards / tickets are up to date for the activity being carried out
- To ensure that accurate records and reports are completed on time, to include measures, timesheets and any other documentation as required.
- To take responsibility for the company's assets, for welfare and depot / site cleanliness and general housekeeping
- To participate in the out of hours rota and to respond to unforeseen or emergency situations as required.
- Perform other duties as from time to time may be reasonably required, including deputising for the Service Delivery Manager

Key objectives for the next 12 months

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Competencies and other requirements

We use the following criteria below to assess your suitability for the role; please refer to the recruitment and 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
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 • 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 open communication with team and management	Interview
Working Together towards a Successful Business 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: • 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
Leading the Business and Managing Change 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: • 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

Satisfying our Customers and Engaging with our Community 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: • 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
Sustaining and Innovation our Business 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: • 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
Demonstrable experience of highway maintenance, construction and scheme planning in the highways and environment industry	Application Form
Demonstrable understanding and knowledge of highway engineering / maintenance techniques	Application Form
Demonstrable experience of computer based management and constructed related software and programmes	Application Form
Construction, highways or civil engineering Health and safety qualification	Application Form & Interview
Experience in the use of key Microsoft Software, including Microsoft Project.	Application Form
Detailed knowledge of health & safety legislation, construction related legislation including HASAWA and CDM	Interview
A detailed understanding of Traffic Management legislation and standards, including NHSS 12 TTMBC	Interview
Experience of estimating outputs to enable realistic programming of resources to deliver works.	Interview
Demonstrable strong organisational and planning skills.	Interview
Evidence of strong interpersonal skills, with operatives, regional staff and client representatives	Application Form Interview
The ability to work to deadlines and under pressure in a fast paced environment.	Interview

Other requirements	Recruitment and selection
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The normal duties of the role will require the ability to work flexibly covering client contract hours and emergencies	Interview
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)	Yes
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