

# Service Director: Transport and Connectivity

**Reports to:** Executive Director: Place and Sustainability

**Grade:** L2

**Location:** New Shire Hall, Alconbury Weald

## Job Purpose

The Place and Sustainability Directorate impacts on the lives of everyone living, working, learning and travelling through Cambridgeshire every day. As a Service Director within the Place and Sustainability directorate, you will form part of both the directorate management team and the corporate extended leadership team, supporting the organisation through effective leadership in the achievement of our strategic framework.

You will also support the achievement of the directorate's core aim of improving transport and connectivity across the county for all communities, protecting and enhancing the environment, delivering sustainable and include economic development and maintaining a resident focus delivery effective front line services.

Place and Sustainability consists of four key professional areas which include:

- Transport and Connectivity
- Infrastructure, Capital and Delivery
- Environment and Economy
- Regulatory Services

The Service Director: Transport and Connectivity will provide the overall leadership for the County Council's key functions that manage and support improvements to connectivity such as digital connectivity, traffic management, parking management and management of the park and ride and busway operations.

The role will also be responsible for overseeing the Council's responsibilities in relation to development management to ensure that highways and transport needs are appropriately considered when any new developments are planned. The Service Director will work collaboratively with partners on the development of key strategies and programmes to improve transport and connectivity such as the digital connectivity strategy and programme, the Vision Zero strategy and partnership, active travel programmes.

The role will be responsible for the following key services / functions that cover:

- Digital Connectivity
- Parking and Traffic Management
- Sustainable Transport and Strategy

The role will be responsible for ensuring that any programmes that the Council is delivering on behalf of partners such as the combined authority or where the Council is acting as the accountable body are discharged effectively with positive outcomes.

## Leadership and Collaboration

Provide clear, compelling and inspiring leadership to the Council, aligned with the Council's Values, contributing to the delivery of the Council's Vision and Ambitions, communicating a clear purpose to positively engage others, internally and externally.

Effectively contribute to the development and delivery of the Council's Strategic Framework, Medium Term Financial Strategy, Change Strategy and People Strategy.

Actively understand the challenges faced by colleagues across the organisation to be able to support all Extended Leadership Team (ELT) colleagues to deliver their objectives as well as those of the whole council.

Create a high-performance culture by providing strong and motivational leadership to drive continuous improvement, efficiencies, savings and higher levels of satisfaction for residents of the County. Actively promote the council's priorities and ways of working and the Council's values and behaviours to ensure they are delivered throughout the organisation.

Role model and take responsibility for ensuring an effective approach to corporate parenting and safeguarding of vulnerable people is embedded in areas of responsibility.

Develop and implement effective communication and engagement arrangements with service users, employees, stakeholders, communities and partnership agencies to facilitate effective relationships that drive improvements in service delivery.

Actively develop and maintain strong and strategic relationships with key external stakeholders in the public, private and community and voluntary sectors, to optimise opportunities for delivering services in partnership wherever this would generate improved outcomes, effectiveness, or efficiency.

Ensure that the Council can specifically influence, work with and achieve collaborative benefits and investments, in partnership with the NHS Cambridgeshire and Peterborough Integrated Care Board (ICB), Cambridgeshire and Peterborough Combined Authority (CPCA), Voluntary and Community services, together with District and City Councils.

As a Senior Responsible Officer (SRO) or Sponsor of major programmes and projects of change and delivery, ensuring effective programme and project management approaches are applied, ensuring delivery to time, budget and plan, managing risks and issues dynamically and ensuring benefits planned are realised.

To deputise for the Executive Director as required.

## Governance

To provide effective advice, information, and support to elected members and relevant committees. Working with senior officers of the council to ensure this advice reflects corporate approach.

Ensuring that all statutory duties, guidance, and statutory processes within the remit of the role are followed appropriately throughout the services responsible. Examples include but are not limited to statutory processes and duties include those related to traffic regulation orders.

Ensure compliance with corporate landlord principles ensuring property and land transactions follow council procedures.

Ensure compliance with any other relevant legislative or best practice frameworks related to areas responsible including but not limited to procurement regulations, information governance, health and safety regulations, construction management and the council's financial control procedures.

### **Innovation and Risk Management**

Champion innovation by being open minded to new and radical ways to deliver services, actively seeking out good practice from others to learn from to develop our own service design and delivery.

Promote a culture of continuous improvement by encouraging colleagues to share ideas, reflect and learn from mistakes, take appropriate risks, and recognising innovation.

Champion and embed a performance and quality assurance culture that delivers results through rigorous open challenge, personal accountability and continuous improvement.

### **Equality, Diversity, Inclusion and Belonging**

Promote an organisational culture that is positive, safe, respectful and compassionate, as well as open to change and feedback enabling everyone to feel empowered and valued.

Act at all times in ways that create an inclusive environment where people can thrive and be empowered to do their best. Role model good behaviour and practice and proactively seek ways to ensure staff feel valued and develop a sense of belonging.

Demonstrate awareness of the diverse needs of our residents to inform the decisions made about the services we deliver and ensuring a robust approach to equality impact assessments and their application to employment, service delivery and policy development.

### **Working with Others**

Foster and adopt a Council one team, one vision approach.

Promote and sustain effective partnership working with public, private and voluntary organisations.

Deliver effective customer service to our communities and residents.

Work collaboratively with our elected members to ensure that the needs of our communities are being met.

### **Role Specific Accountabilities**

The Service Director will be the subject matter expert in relation to policy matters, strategy and decision making and will provide advice to the corporate leadership team and members in relation to transport and connectivity.

Lead on the development and implementation of business planning programmes for the authority relevant to the area of professional specialism leading to increased revenue, savings, and service developments.

To be the lead officer ensuring that the highways authority discharges its development management functions appropriately.

To be the lead accountable officer for the Council's role related to road safety and the vision zero partnership.

To ensure that the council's functions related to traffic, transport and parking management are discharged effectively with successful outcomes.

To ensure the successful development and delivery of the Digital Strategy for Cambridgeshire and Peterborough and associated programmes.

To have full oversight of any network changes required to manage the implications of growth and development and mitigate wherever possible.

Working with the Combined Authority to lead on the development of the infrastructure and transport strategy for Cambridgeshire and associated strategies.

Acting as a lead advisor with local planning authorities to ensure that new developments and local plans take account of infrastructure requirements in their decision making.

Champion Health, Safety and Wellbeing across the council but primarily within services and contracts within the remit of the role.

### Person Specification (essential criteria)

	<p>Significant and successful experience of:</p> <ul style="list-style-type: none"> <li>• Working at a senior level within a large and complex organisation with comparable scope, responsibilities, budget, and resources.</li> <li>• Providing balanced strategic advice and guidance in a political setting.</li> <li>• Leading the delivery of public services with competing priorities and demands often outside of the Council's direct control.</li> <li>• Leading change and creating innovative service models, particularly in response to the demands of an organisation.</li> <li>• Successfully delivering complex projects and programmes ensuring the deliver to time and budget parameters.</li> <li>• Being accountable for making decisions within delegated authority for the post.</li> <li>• Supporting decisions made by senior management and/or members, resource allocation and to policy formulation and delivery, adopting a problem-solving culture.</li> <li>• Delivering creative and innovative solutions to improve the use of resources and achieve savings and improved value for money across an organisation.</li> <li>• Establishing a strong performance culture including effective performance</li> </ul>
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	<p>measures, evaluation of service quality and the improvement of service delivery to achieve the Council’s objectives.</p> <ul style="list-style-type: none"> <li>• Leading, managing and developing employees to sustain high levels of service delivery, recognising and developing talent.</li> <li>• Developing and nurturing positive and constructive working relationships with a wide range of customers, stakeholders and partners, maintaining a positive personal and organisational profile.</li> </ul> <p><b>Role Specific</b></p> <ul style="list-style-type: none"> <li>• Extensive experience of successfully working at a senior role across a number of highway and transport functions, in a complex stakeholder environment.</li> <li>• Practical experience of working in customer facing service operations, service improvement programmes and transport and highways</li> <li>• Significant experience of influencing strategic policy direction and delivering major transport and highway projects within large complex organisations.</li> <li>• Strong financial and budgetary management awareness and experiences with the ability to manage finance and wider resources.</li> <li>• Evidence of successful multi-agency and partnership working with a wide range of stakeholders.</li> </ul>
<p><b>Skills and knowledge</b></p>	<p>Ability to demonstrate:</p> <ul style="list-style-type: none"> <li>• A comprehensive understanding of the current issues and challenges facing local government as well as the statutory framework governing the sector.</li> <li>• Skills in understanding and responding to different perspectives and taking a cross-organisational approach, gained by working in a political or similarly challenging environment.</li> <li>• Business acumen and an entrepreneurial mindset to lead the strategic delivery of services and maintain a focus on delivering value for money at all times balanced, against the difficult and sensitive challenges faced.</li> <li>• Ability to lead, develop and sustain effective team, partnership and multi-agency working through strong effective advocacy, influencing and negotiating skills.</li> <li>• Skills to provide creative solutions to complex problems together with high level analytical, presentational and communication skills.</li> <li>• Ability to establish and sustain positive relationships that generate confidence, ability and trust.</li> <li>• Highly developed influencing and negotiation skills to operate at a strategic professional and political level, locally and nationally.</li> <li>• Understanding of the barriers to organisational and cultural change and the commitment to being a catalyst for change.</li> </ul>

	<p><b>Role Specific:</b></p> <ul style="list-style-type: none"> <li>• Detailed knowledge and understanding of law, procedures and guidance in relation to the council's full range of statutory duties as Local Highway Authority.</li> </ul>
<p><b>Personal Effectiveness</b></p>	<p>Ability to demonstrate:</p> <ul style="list-style-type: none"> <li>• A clear and strong personal commitment to equality, diversity and inclusion and a track record of developing inclusive services and leading by example.</li> <li>• Evidence of leading people and services to recognise, respect and value individual needs to achieve a culture of inclusivity.</li> <li>• Evidence of operating effectively and openly within the democratic process with the political acumen and skills to develop productive working relationships with Councillors that command respect, trust and confidence.</li> <li>• Personal and professional credibility which commands the confidence of elected members, senior managers, staff, external partners and external stakeholders.</li> <li>• Leadership by example with a style that empowers others and is open to question and challenge as well as a commitment to continuous self-improvement.</li> <li>• A commitment to and evidence of successful strategies in managing personal resilience and wellbeing at a leadership level and promoting positive leadership practice, role modelling these behaviours for others.</li> <li>• Evidence of planning for the future delivery of services, including effective workforce planning for future challenges.</li> </ul>
<p><b>Qualifications</b></p>	<ul style="list-style-type: none"> <li>• A relevant Postgraduate Level qualification or equivalent and/or relevant compensating experience at a senior leadership level.</li> <li>• Evidence of continuous professional and leadership skill development.</li> </ul>