**Transport Monitoring Manager**

**Salary £36,922 - £39,880**

Welcome message from Julie Saxby

Transport Control Centre Manager

Thank you for your interest in this role.

Brighton & Hove is a great place to live, learn, work and visit. Our diverse and vibrant community is passionate about the city and there’s a shared commitment to celebrating and promoting all that makes Brighton & Hove so unique. We also welcome more than 11 million visitors to the city each year as a worldwide destination of choice.

Its success however, in common with all cities across the country, masks issues related to poverty, inequality and fairness. This is against a backdrop of ongoing reductions in local government funding, rising demand for our services, and the impact of COVID-19.

Working for Brighton & Hove City Council means you’ll be joining one of the largest employers in Sussex and an organisation that’s active in its community and developing its transformative journey so we can continue to do the best for the city. For us, a fairer city with a sustainable future is a:

* city to call home
* city working for all
* stronger city
* growing and learning city
* sustainable city
* healthy and caring city

The Transport and Highway Development Team is based within City Transport and the Economy, Environment and Culture directorate. The directorate works with city and regional partners to support low carbon economic growth and maintain an attractive, connected, and well-run city for residents, businesses and visitors. It’s leading the city’s programme of recovery from the Covid-19 pandemic and progress towards carbon neutrality by 2030.

Some of the key actions the Directorate is focusing on in 2021-2022 include:

* delivering the Climate Assembly and establishing a 2030 Carbon Neutral City plan
* working across the council and the city to establish a community wealth building programme and supporting the city’s transition to a circular and more equitable economy
* leading the City Covid-19 Recovery Programme
* developing a new Local Transport Plan for the City
* developing a new City Downland Estate Plan
* leading on the Greater Brighton City Region Covid-19 Economic Recovery Plan and Energy and Water Plans
* developing a deliverable business case for the roll out of full fibre and 5G
* developing a Waste, Recycling and Reuse Strategy for the city
* developing a new Sports Facilities Investment Plan
* progressing the city’s major regeneration and infrastructure projects
* delivering new council homes and affordable homes through the New Homes for Neighbourhood Programme and Homes for Brighton & Hove Joint Venture

In support, City Transport aims to deliver an accessible, safe and sustainable transport network by maintaining and improving highway infrastructure, managing movement on the network through regulation, and influencing people’s travel choices to reduce congestion, improve air quality and provide sustainable transport options.

**The role of the Transport Monitoring Manager**

The Transport Monitoring Team plays a vital role in meeting City Transport’s aims, working closely with parking and Traffic management colleagues and stakeholders to ensure the transport network and the councils car parks are monitored and controlled effectively. The team assists the statutory traffic management function and will use a wide variety of data streams from CCTV to social media to understand what is happening around Brighton & Hove.

As a Team manager you will have extensive knowledge of incident management processes and a practical understanding of impacts and risks to the transport network. You will be able to identify affected parties and communicate the incident and changes effectively.

Managing a 24-hour operation requires an understanding of how the city works out of usual office working hours and an understanding of what support systems are in place to ensure incidents are managed. Leading staff that work shifts including lone working overnight has unique challenges.

You will also have good negotiation and communication skills to ensure transport network are appropriate, well managed and enforced.

In return for your contribution and commitment, we offer a friendly and welcoming place to work, a range of training and development opportunities, and a competitive salary and benefits package. You’ll join a team of talented staff who all care deeply about the city they serve. Our offer to you is encapsulated in our People Promise which includes:

* We promise to support your wellbeing at work
* We promise that we will be a fair and inclusive place to work
* We promise you opportunities to do your best
* We promise to say “well done”, recognise and reward you for great work
* We promise you a good place to work so we can do the best for the city

Brighton & Hove is a diverse, cosmopolitan and vibrant city, with deep-rooted shared values of tolerance, compassion and respect and, as an employer, we want to see the diversity reflected in our workforce. Employing a rich mix of people from a range of different backgrounds with fresh ideas and different perspectives is key to us continually improving our services for the diverse communities we serve. We are committed to ensuring that our recruitment process is as inclusive as possible for everyone and this includes making reasonable adjustments for disabled people.

**Apply for this role if you are motivated to improve the health and wellbeing of the city and see it thrive, by working to develop a transport system that is sustainable, inclusive and easy to use.**

This role has been designated a politically restricted post. This means that political activity is restricted through the Local Government and Housing Act 1989 and prevents post holders from taking part in certain political activities outside of work.

**Job Description**

**JOB TITLE: Transport Monitoring Manager**

**REPORTS TO: Transport Control Centre Manager**

**DELIVERY UNIT: City Transport**

**TEAM: Transport Control Centre (Parking Services)**

**PURPOSE OF JOB**

To be responsible for the operational management and development of the Transport Monitoring Team. Be accountable for the council’s 24/7 Transport Control Centre and the CCTV Transport monitoring service which supports both on-street incidents and off street car park incidents through a variety of communication channels.

Offering a service that works in collaboration with other teams to support the council’s transport monitoring service, developing the strategies and policies to deliver the wider City Transport objectives.

To lead and manage the development of the Transport Control Centre as a communications hub for the public, partners and stakeholders of the transport network. Develop new initiatives with emerging technology and legislation to improve the city in line with political and corporate aspirations.

To identify, procure,manage and maintain an effective and rapid incident response provision to support customers and partners to keep the city moving.

Inspire, motivate and involve the team to ensure that the service provided is highly rated by internal and external stakeholders and efficiently and effectively delivered to service users and customers, working to strict compliance regulations and legislation. This will include the development and constant improvement of effective and appropriate communication with staff, service users, partners and stakeholders.

**PRINCIPAL ACCOUNTABILITIES**

**Management Accountabilities**

To lead and manage all aspects of the councils work in respect of:

1. The use of CCTV, Automatic Number Plate Recognition (ANPR) and other technology streams to monitor the transport network across the city. Including incidents and events effecting the network, faults with traffic information systems and all network and parking assets. Demonstrating assertiveness, genuine enthusiasm and passion for the delivery of an effective, smart and efficient transport monitoring service. Ensuring that services are planned and delivered according to national and local plans, policies, priorities and legislation and in accordance with any national or local performance indicators or management standards.
2. To be responsible for delivering and leading the team who provide 24/7 support for a variety of different services and stakeholders, ensuring the team are adaptable and skilled and able to make on the spot and under pressure decisions often without supervision and whilst lone working. Including providing security monitoring and supporting the public out of hours in car parks and new workstreams such as a city car pound.
3. Be accountable for operational delivery of high-quality, robust communication and reporting, by ensuring the network is compliant with regulations and legislation relating to the on-street network infrastructure, on and off-street parking assets and traffic management. To report any faults or incidents on the network to the appropriate team or partner deciding if further action is required until faults are rectified. Provide accurate forecasting of incidents to include all aspects of health and safety responsibilities on the network and the effect of unexpected incidents through the various workstreams.
4. To use a wide variety of communications streams including social media, to inform the public, partners and stakeholders of issues on the network ensuring a rapid and skilled response to incidents are managed. To be responsible for both minor and major diversions when incidents occur on the network ensuring that traffic management signs and traffic information systems are updated with new traffic flow sequences and information.
5. To play an active role through project management in the ongoing development and modernisation of IT systems as new technology and legislation emerge to realise corporate and national objectives and priorities.
6. To work with the network coordination team and Traffic Manager on decisions that affect the transport network, including planning for city wide events, roadworks and incidents. Ensuring a deep understanding of the city, all network users and the knock-on effects of the council’s decisions to their objectives.
7. To develop and maintain meaningful working relationships and to be the key communicator with partners and stakeholders in the city. Identifying opportunities, developing and implementing new communication streams to meet the needs of both residents and visitors ensuring as much of the city as possible is reached.
8. Ensure policies and procedures are compliant with auditing requirements and recommendations and be responsible for the safeguarding of a high volume of sensitive data, ensuring staff, have only appropriate access to council systems and that data is only shared with other teams in the council as necessary.
9. To manage the Transport Monitoring Team whose working hours includes those outside of normal working hours and lone working hours to inspire a strong, positive and united team spirit. To regularly communicate a clear and consistent vision in line with the wider objectives of the Council and the Parking Services Group. This would include communicating effectively with all team members demonstrating assertiveness, genuine enthusiasm and passion for the delivery of excellent, customer focused services.
10. Ensure that the skills, knowledge and experience of the team are relevant to the ongoing needs of the service by recruiting and training staff with the appropriate skills, qualifications and expertise. Including ensuring staff are appropriately trained, qualified and supported to make key decisions regarding incidents in the city for current, new and emerging legislation and opportunities.
11. Identify, procure and manage contracts, specialist services and service level agreements for the running of the service in line with Council policies, instructing contractors and ensuring they are appropriately qualified.
12. To develop, manage and implement monitoring policy and the delivery of high-profile transport and parking monitoring programmes. Identify opportunities, developing and implementing new income streams and their subsequent delivery.
13. Prepare and deliver Team Plans that achieve the long-term objectives of both Parking Services and the wider Transport Department. Developing new parking and traffic management initiatives and other strategies and policies for the service whilst ensuring that current objectives are achieved, performance is evaluated and that resources are planned to meet service needs.
14. To manage and monitor both income and revenue and capital expenditure budgets in accordance with financial regulations reporting any budget discrepancies to the Transport Control Centre Manager together with workable solutions.
15. To support the Transport Control Centre Manger in leading on the implementation of cultural change and organisational development.
16. To deputise for the Transport Control Centre Manager and support the other team managers within the Transport Control Centre as required.

**General responsibilities**

To work within and actively promote the City Council’s Inclusive Council Policy in relation to service delivery and staff management.

To ensure all operations in their areas of responsibility are conducted according to the provisions of the Health and Safety at Work Act 1974 and the Management of Health and Safety at Work Regulations 1999 and all relevant legislation and council policy.

In particular: as set out in Section 4 of the Council’s Health and Safety Policy, and within their area of responsibility:

• To maintain awareness of current Health & Safety legislation and ensure that all employees understand and comply with Health and Safety Policy; that they are informed, trained and supervised to safeguard their own and others welfare and safety

• To carry out risk assessments and ensure implementation of and adherence to safe systems of working practice

• To report and investigate accidents or incidents promptly, implementing recommended action for improvements to safe working practice

• To ensure that safe premises, equipment and working environments are maintained

Your duties will be as set out in the above job description but please note that the Council reserves the right to update your job description, from time to time, to reflect changes in, or to, your job.

You will be consulted about any proposed changes. The list of duties in the job description should not be regarded as exclusive or exhaustive.

This job description sets out the duties of the post at the present time.

 **Person Specification**

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| **CRITERIA** | **ESSENTIAL CRITERIA** |
| **Job Related Knowledge, qualifications and Experience**  | * Qualified to Degree Level or equivalent professional experience or extensive relevant practical experience of a CCTV control room
* Hold or obtain during probationary period a valid Security Industry Authority front line CCTV licence
* Significant experience of managing staff in a parking and/or traffic management and/or incident management regulated related environment, delivering strategic services, prioritising workloads and practicing time management.
* Through and up-to-date knowledge of all Transport Operations services and detailed knowledge of parking and traffic management and associated legislation.
* Experience of contract management, procurement and tendering of highly technical services
* Excellent knowledge and experience of applying CCTV procedures, practices, standards and regulations including Local Government procedures, relevant/associated Codes of Practice and legislation from the Information Commissioners Office to ensure compliance
* Detailed knowledge and understanding of data processing, reporting and compliance
* Excellent communicator including knowledge of communicating through media channels.
* Effective management and delivery of high profile, technically challenging, projects
* Experience of leading on the preparation, monitoring and development of clear, accurate procedures and policies
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| **Skills and Abilities** | * Ability to interpret and apply parking and traffic management regulations and legislation.
* Excellent negotiating skills, tact and diplomacy and the ability and knowledge to develop, manage and sustain contractor, stakeholder and business partner relationships.
* Excellent communication skills with evidence of ability to communicate well with people from all levels and diverse backgrounds including senior managers, the public, stakeholders, elected members and staff
* High level of financial awareness including the ability and knowledge to monitor and control significant budgets
* Ability to manage an operational service outside of normal working hours.
* Demonstrate strong leadership qualities with the ability to constructively manage self and others. Develop and sustain partnerships with key stakeholders and business partners.
* Experience of effective project management and delivery of high-profile projects.
* Experience of the preparation and presentation of clear and concise data for committee reports under tight deadlines.
* A knowledge and understanding of performance management procedures and an ability to apply this to the management and development of staff.
* Ability to demonstrate a capacity for creative and strategic thinking to generate new ideas and develop realistic and practical strategies and policies.
* Highly skilled at problem solving in a monitoring services discipline.
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| **Equal Opportunities****Health & Safety** | * Embrace and implement the Council’s Equality Policy.
* To carry out all duties in accordance with the Council’s Equalities Policies.
* Commitment to acquiring awareness of current Health and Safety legislation as it applies to their area of responsibility and to attending relevant Health & Safety training.
* Awareness of the need to identify hazards in their area of responsibility and the ability to assess and manage the associated risks.
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| **Other Requirements** | * Will be required at times to work at weekends, or outside normal working hours.
* Will be required on occasion to work as a duty manager for the whole of the Transport Control Centre service
* Will be required to attend on-site meetings and inspections
* The postholder will be responsible for overseeing the security and operations of the Traffic control centre,
* The postholder will be required to present a good image of the Council.
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**Transport Control Centre Structure**

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