



North & Mid Wales Trunk Road Agent



Head of Service North & Mid Wales Trunk Road Agent

Recruitment Pack



Dear Candidate

Position: Head of North and Mid Wales Trunk Road Agent (NMWTRA).

Thank you for showing interest in applying for this key position.

NMWTRA is formed on the basis of a partnership between the Local Authorities of North and Mid Wales with Cyngor Gwynedd acting as lead Authority and works collaboratively with its partners in the delivery of routine and reactive highway maintenance services. NMWTRA also works closely with its extended private sector supply chain in delivering capital programmes of works. At the NMWTRA, we help create a road network that connects people and places in a safer,

greener and more reliable way.

NMWTRA work on projects across North and Mid Wales that address some of the country's most critical challenges. From complex infrastructure, increasing transport needs, and climate change – they combine innovation, expertise, and technology to make North and Mid Wales a better place to live, work and visit.

You can lead on work that will have a lasting positive impact on your local community with an organisation where diversity, equity and inclusion are shared values. NMWTRA are committed to fostering a work environment that's supportive, respectful, and inclusive, with great opportunities for growth.

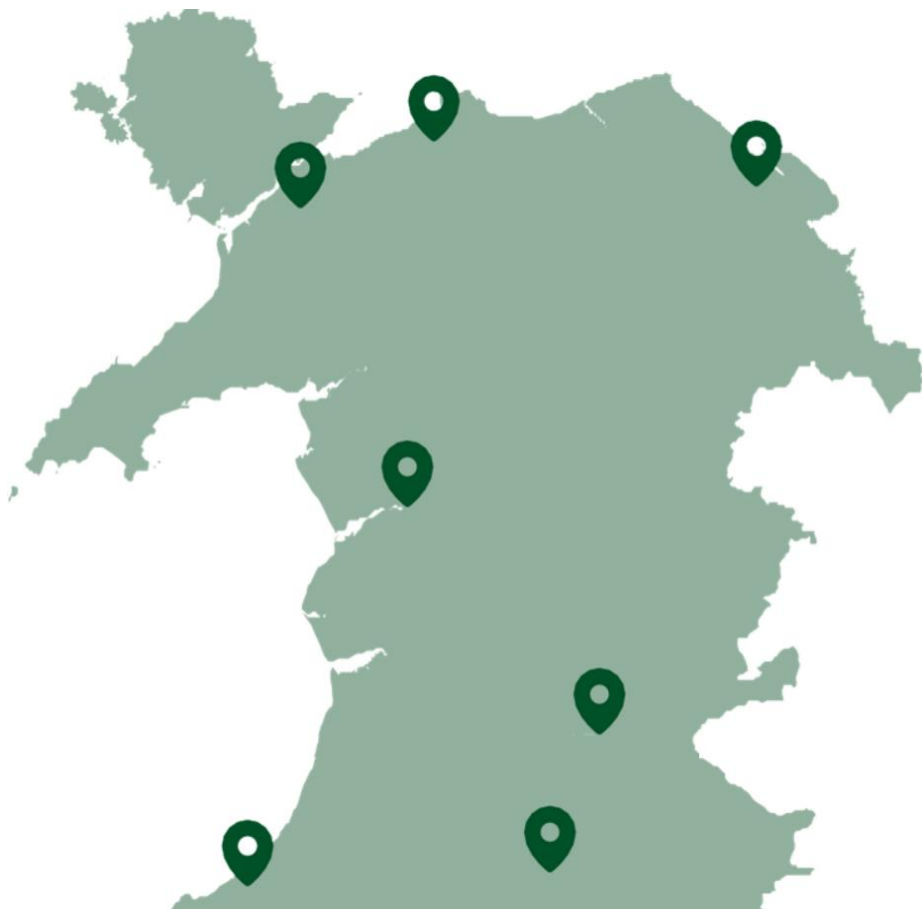
We therefore want to appoint an individual who is a creative and innovative leader, who understands the unique nature of the NMWTRA partnership as an organization and is able to lead our skilled, enthusiastic, and friendly team. If you would like to have an informal chat on any aspect of the job you are welcome to contact Geraint Owen Corporate Director, Cyngor Gwynedd on 01286 679923 or geraintowen@gwynedd.llyw.cymru. We look forward to receiving your application.

Yours sincerely, Dafydd Gibbard, Cyngor Gwynedd Chief Executive (chief executive of the lead authority)

Where we're based

**Over 250
employees
based across
North and Mid
Wales.**

- **Aberaeron, Ceredigion**
- **Bangor, Gwynedd**
- **Conwy**
- **Dolgellau, Gwynedd**
- **Halkyn, Wrexham**
- **Llandrindod Wells, Powys**
- **Newtown, Powys**



Job Title: Head of Service North & Mid Wales Trunk Road Agent

Salary: HS2 £79,863 - £88,072

Duration: Permanent

Location: **Hybrid Working** from one of the following office locations;

Bangor / Conwy / Halkyn / Llandrindod

Closing date: 25/04/2024

Thursday 10a.m

Application forms and further details available at www.gwynedd.gov.uk or by telephoning 01286 679076.

[Apply here](#)

Do you enjoy a challenge and like variety? If so, then this post may be for you.

We are looking for a Head of Service to assist in the strategic management of a thriving and dynamic organisation.

Purpose of post

We are looking for an experienced and innovative senior manager and a Chartered Engineer with a background in highway engineering to lead the Agent Senior Management Team and to provide the overall strategic direction of the Agent. You will also be responsible for managing the NMWTRA Partnership formed from the eight North and Mid Wales Local Authorities and report to the NMWTRA Joint Committee. You will lead a multi-disciplinary team of over 240 staff managing the following functions on behalf of the Agent and in accordance with the Welsh Government Managing Agent Agreement (WGMAA):

- Be responsible for an annual overall budget of approximately £90m
- Network operational and maintenance functions for approximately 1100km of dual and single carriageway trunk road and over 2000 highway structures.
- WG capital delivery programme for asset renewals, major projects and upgrade schemes
- A55 Tunnels Management and Network Intelligent Transport Systems Assets
- North Wales Traffic Management Centre Control Room
- Traffic Officers – on road emergency/incident management, supporting the Emergency Services
- Traffic Wales – Welsh Government's All Wales Communications Service
- Departmental Representative for the A55 Design Build Finance and Operate (DBFO) contract with UK Highways Ltd and Welsh Government



Responsibilities (key extracts from full job description)

Leadership role

- To provide leadership, management, forward planning, and expertise in the strategic direction of the Agent, and to direct and lead the Agent Senior Management Team in meeting the requirements of the WGMAA, the NMWTRA Partnership Agreement and Cyngor Gwynedd policies and practice.
- To develop and maintain relationships with key stakeholders to ensure the positive development of the Agent.
- To provide leadership to Agent staff in pursuit of the aim of making NMWTRA an exemplar Agent that meets and exceeds Welsh Government (WG) expectations. Develop and promote the culture of the organisation

Governance

- To manage the interface between the Agent and WG, including administration of the WGMAA, the DBFO Agreement, and other Strategic Initiatives as required by WG.
- To promote, develop and maintain effective partnerships with Agent Service Providers, including administration of the NMWTRA Partnership Agreement, Framework Agreements and individual contracts.
- To represent the Agent and the Lead Authority on the Agent Steering Group and the North & Mid Wales Joint Committee, and to prepare and present reports as necessary.
- To manage the Trunk Road Management Unit's work and administration to ensure that it fulfils all the responsibilities of the Department's Representative role for the A55 Anglesey DBFO contract.
- To represent the Agent on National, Regional and Local Groups dealing with policies, technical matters, governance, funding and security as required by WG and/or other stakeholders. To represent the interests of the Agent generally, with all stakeholders, including the press and the media, and at meetings with, for example, Community Councils and other interest groups.

Policies and Procedures

- To develop, implement, monitor and review Agent strategies, policies and standards for the delivery of Trunk Road services in North and Mid Wales, and to represent the Agent in all dealings with WG and all other stakeholders.

Budgetary Management

- To direct and control the management of Agent budgets to ensure an effective, efficient, and consistent service delivery for the North and Mid Wales Trunk Road network fully in accordance with the requirements of the WGMAA and the Lead Authority Standing Orders and Financial Regulations.

Service Delivery

- To work with WG Senior Management to develop, implement and maintain Asset Management Strategies for all aspects of the trunk road network and responsibilities in North and Mid Wales.
- To lead on continuous improvement, including the development of, and innovative approaches to, service delivery arrangements, working practices, procedures and activities in order to continuously increase efficiency and drive down costs in accordance with WG requirements.
- To implement environmental policies in support of reducing carbon emissions and addressing the climate change agenda.
- To develop and maintain a robust, sustainable procurement strategy and to manage the procurement of all North and Mid Wales trunk road works and services using transparent and efficient procedures and to ensure innovation and continuous improvement in the effectiveness of the service and value for money.
- To develop implement robust performance management and reporting processes for all areas of service delivery including appropriate audit processes.
- To oversee the performance of service providers in meeting performance targets and to take any necessary remedial action for underperformance.
- To facilitate and promote collaborative working between Partner Authority service providers with a view to sharing best practice, improving service efficiencies and encouraging joint networking.

Incidents and Emergencies

- To maintain and develop strategies and procedures for responding to emergencies and to ensure appropriate co-operation with the emergency services, Local Authorities and other Government agencies and services.
- To represent the Agent at Gold Command level in the management of major incidents.

- To oversee the management and development of the WG Traffic Officer service, including NWTMC Control Room functions.
- To ensure day to day and urgent enquiries are dealt with appropriately by the Agent.
- To represent the Agent at the National Multi-Agent Transport Security Working Group (MATSWG)

Trunk Road Management Unit

- To take ultimate responsibility of the wellbeing of staff of the Trunk Road Management Unit, including training and development needs to support succession planning within the Agent
- . To ensure the organisation is fit for purpose, and to be accountable for its performance in meeting WG requirements.

Systems

- To ensure that all necessary business, financial, quality and technical systems are in place for the effective operation of the Agent and in accordance with WG requirements.
- Responsibility for information management in accordance with the Council's information management standards and guidelines. Ensure that personal information is handled in compliance with Data Protection legislation.

Health and Safety

- To take ultimate responsibility for the application of Health and Safety legislation within the Agent and to ensure that Health and Safety is given due regard in all aspects of the Agent's work.



Person Specification (Key essential extracts)

You should refer to these job specific criteria in your application form.

Job Specific Criteria

Essential

Leadership, enthusiasm and ability to motivate others.
Innovative, vision and generation of ideas.
Self-aware, emotionally intelligent.
Resilient and decisive.
Collaborative.

Qualifications and relevant training

Essential

Degree in a relevant subject.
Chartered Engineer.
Health and Safety appropriate for Senior Managers.
An appropriate degree of management training.

Relevant Experience

Essential

Significant post-chartered experience with significant involvement in infrastructure asset and operational management at a senior level.
Successful record of managing significant numbers of staff across a wide range of disciplines, significant programmes, budgets, and the administration of Contracts.
Experience in the implementation of change and improvement.
Experience of working in a political domain.

Skills and specialist knowledge

Essential

Extensive knowledge and understanding of highway engineering and maintenance, including technical standards and procedures.
Extensive knowledge of operational management including incident response and management functions.
Thorough knowledge of highway and other relevant legislation.
Detailed understanding and appreciation of Health and Safety legislation, including the CDM regulations.
Ability to liaise and negotiate at all levels with stakeholders.
Excellent communication and presentation skills.
Proven problem solving abilities.
Full valid UK driving licence.

Language requirements

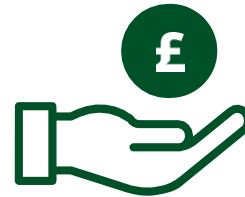
The ability to speak English is essential and the ability to speak Welsh is desirable for this role.

Working for the North & Mid Wales Trunk Road Agent

NMWTRA is an exciting place to work. We have progressive policies and a commitment to training and development.



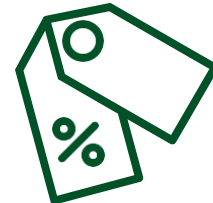
- 31.5 days of annual leave per year.
- 8.5 days of public and statutory holidays.
- Hybrid working minimum 2 days in the office.
- Flexible working hours.



- Incremental pay increase
- Generous Local Government Pension Scheme further information on the [Gwynedd Pension Fund](#) website.



- The opportunity to work in beautiful locations across North and Mid Wales including 1 national park, 50 nature reserves and 1,680 miles of stunning coastline.



- Assisted car purchase & cycle to works schemes
- Lifestyle savings on groceries, holidays, eating out, DIY, electricals, insurance, motoring, and much more!



- On the job learning and exciting career development opportunities.
- Contribution towards the membership of professional bodies which are relevant to the work.



- MEDRA Counselling service - free and confidential counselling service for staff
- Generous maternity, foster, adoption, and shared parental leave