



# **North & Mid Wales Trunk Road Agent**

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## **Technology Services Manager**

**Recruitment Pack**



# Welcome from the Head of Service



Mark McNamara  
NMWTRA HEAD OF SERVICE

At the NMWTRA, we help create a road network that connects people and places in a safer, greener and more reliable way.

We 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 – we combine innovation, expertise, and technology to make North and Mid Wales a better place to live, work and visit.

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

Why not give it a try? We would be very happy to consider your application to join our skilled, enthusiastic, and friendly team.

A handwritten signature in black ink, appearing to read 'Mark McNamara'.

## Where we're based

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

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







## Job Title: Technology Services Manager

**Salary:** PS5 (SCP 37-39)  
£48,226 – £50,269

**Duration:** Permanent

**Location:** Conwy

**Closing date:** 23/02/2026

**Application forms and further details available at [www.gwynedd.gov.uk](http://www.gwynedd.gov.uk) or by telephoning 01286 679076.**

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

**We are looking for a Technology Services Manager to join an exciting and growing team.**

[Apply here](#)

## Purpose of post

- NMWTRA has an exciting opportunity for an enthusiastic candidate to join our dynamic Technology team.
- This permanent position is well suited to an individual that is looking to progress their career in tunnelling maintenance engineering.
- To manage the Agency Tunnel and Technology Service requirements in North and Mid Wales to meet duties under Section 41 Duty to maintain highways maintainable at public expense and Section 58 Special defence in action against a highway authority for damages for non-repair of highway of the Highways Act 1980.
- Manage the implementation of maintenance, inspection and fault rectification in a timely manner to ensure continuing compliance with the Road Tunnel Safety Regulations 2007 (as amended 2009) and the A55 Tunnels Minimum Operating Requirements.
- To manage the safe delivery of the North and Mid Wales Tunnel and Technology Asset management programme to legislative requirements, Agency Health & Safety processes and function as Principal Contractor Manager for works outside of tunnel closures.
- Contribute to the development of WG strategies, WGTRMM, Agency Business Management Systems (BMS) and ensure the Technology Inspection Service performs, and is auditable, to the procedures of the BMS.



The post includes the following responsibilities with the Job Description providing a more comprehensive background to the post:

- Overall responsibility for the staff, equipment and vehicles comprising the in-house multi-disciplinary Technology Service Teams.
- Management of external service providers (Partner Authorities, private sector consultants and contractors).
- Management of technology and tunnel inspection data within WG asset management databases.
- Management of day-to-day depot facilities.
- Day to day management of the WG stores management system.
- To lead on the Agency's Technology processes (**including specialist**) associated with:
  - Tunnel Life Safety Engineering Systems
  - Intelligent Transport Systems (ITS)
  - High Voltage Systems
  - CCTV
  - Emergency Backup Power Systems
  - Tunnel Control Systems
  - Britania Bridge Management systems
  - Environmental compliance
  - Variable Message Signs
  - Road traffic signals
  - Drainage systems (Pumping stations)
  - Soft estate
  - Tunnel lighting systems
  - Intelligent transport systems infrastructure
  - Minor structures
  - Others agreed with the Agency Management Team and Welsh Government.
- Applying the principles of the PRINCE2 project management system.
- Liaising with Partner Authority and private sector providers with regard to projects including the provision of Key Performance Indicators
- Liaising with the Delivery & Inspection Unit with regard to project performance management



# Person Specification

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

## **Job Specific Criteria**

### **Essential**

We're looking for someone with the ability to lead a multidisciplinary team, is able to work safely under pressure and has the ability to show initiative and creativity. Willingness to take responsibility for their own actions within defined parameters, a high degree of self-motivation and commitment, and is well-developed inter-personnel skills.

## **Qualifications and relevant training**

### **Essential**

We're seeking someone who has a HNC in Electrical principal and completed the Site Management Safety Training Scheme (5 day).

## **Relevant Experience**

### **Essential**

We're looking for someone who has experience in the Inspection and Maintenance of highway technology assets and road tunnel systems. Experience in the operational use of asset and financial management systems, as well as familiarity of using a variety of IT hardware programmes. Understanding in the development and use of asset management systems, and of leading and managing a team.

## **Skills and specialist knowledge**

### **Essential**

Looking for someone who has knowledge of health and safety legislations and implement risk management techniques.

The ability to demonstrate high order inter-personal skills and to motivate a team as well as the ability to manage change and to progress new developments.

We are also looking for someone who has a good working knowledge of Microsoft packages or equivalent, has well-developed Oral and written communication skills, and holds a current valid driving licence.

## **Language requirements**



## Essential

The ability to speak English is essential 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.



- 29.5 days of annual leave per year.
- 8.5 days of public and statutory holidays.
- 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 parks, 50 nature reserves and 1,680 miles of stunning coastline.



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