



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

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## **Deputy Resilience 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 be '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: Deputy Resilience Manager

**Salary:** PS2 (SCP 31-33) £41,771 - £44,075

**Duration:** Permanent

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

Parc Menai / Conwy / St Asaph / Llandrindod / Aberystwyth / Newtown / Halkyn

**Closing date:** 11/03/2026

**Application forms and further details available at [www.gwynedd.gov.uk](http://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 Deputy Resilience Manager to join an exciting and growing team.

## Purpose of post

To provide support to the Tunnel Safety & Resilience Manager (TSRM)

- To provide specialist advice to the Trunk Road Agency for resilience management issues relating to the trunk road network to ensure the delivery of a robust and proportionate response to emergencies (e.g. adverse weather and incidents) and in accordance with the Welsh Government's requirements to ensure the safety of users of the network.
- Assist Tunnel Safety & Resilience Manager on further development of contingency plans and procedures across the trunk road network in North & Mid Wales in accordance with the Welsh Government's requirements and to meet the standards required by the Civil Contingencies Act 2004.
- Assist Business & Statutory Operations Manager on development of NMWTRA Business Continuity Management System for the Agent.
- Lead on regular review and administration of existing contingency plans and procedures.
- Deputise for Tunnel Safety & Resilience Manager on North Wales and Dyfed Powys Local Resilience Forum Sub Working Groups as required.
- Provide reports and analysis to NMWTRA Management Team on Key Performance Indicators
- To liaise with Network Management staff to identify areas and develop plans to improve the resilience of the trunk road network.
- Assist TSRN undertaking the designated independent Safety Officer duties in accordance with Regulations
  - 11 (a) - ensure there is co-ordination with the emergency services and take part in the preparation of the operational schemes.
  - 11(b) - take part in the planning, implementation and evaluation of emergency operations.
  - 11(d) - verify that operational staff and relevant emergency services are trained in relation to the operational schemes, take part in the organisation of training exercises for this purpose, and ensure that such exercises are held at regular intervals.



# Responsibilities

## **A55 Tunnels**

- Assist the Welsh Government Tunnel Manager with Safety Documentation management and documentation requirements required by legislation, policy, procedure or standards;
- Assist Welsh Government with their duties under the Regulatory Reform Order 2005.
- Liaise with those who undertake the Principal Contractor and Principal Designer functions at the A55 Tunnels.
- To attend meetings and conferences as required in relation to risk management issues including the UK Tunnel Operators Forum / Road Tunnel Operators Association.

## **Resilience Management**

- Assist in the identification of network resilience issues and measures to maintain safety and operation of the network. This will include for example:
  - Flooding risk
  - Pollution risk
  - Fire risk
  - Adverse weather risks including winter maintenance
  - Road Traffic Collision clusters
  - Congestion
  - Tactical & Strategic Diversions
- Manage and maintain the quality of contingency plans, security measures and emergency procedures affecting trunk roads.
- Liaise with Agency staff and others to design, implement Emergency Exercises and other appropriate training requirements.
- Liaise with Agency staff and functions on development of NMWTRA Business Continuity Management System.
- Attend appropriate regional Local Resilience Forum (LRF) sub working group meetings in North and Mid Wales and exercises agreed with the Tunnel Safety and Resilience Manager.
- Attend and advise Local Authority Safety Advisory Groups for Events on Trunk Road issues.

## **Incident Management**

- Administer implementation and monitoring of Agency processes and procedures to ensure that there is adequate provision for daytime and out-of-hours response to emergencies in order to meet Welsh Government's performance requirements.
- Assist with the development of Agency contingency plans and processes for emergencies on the trunk road network in co-operation with others.
- Assist other NMWTRA staff during emergency incident response (both in and out of hours) as required
- Arrange for relevant incident management training for the Agency.
- Assist with delivery of Agency debrief processes.



# Person Specification

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

## **Job Specific Criteria**

### **Essential**

The successful candidate will be flexible to undertake out-of-hours and emergency work, self-motivated, team-focused and equipped with strong interpersonal and influencing skills.

## **Qualifications and relevant training**

### **Essential**

Degree in a relevant subject or HNC with significant relevant experience (Engineering, technology, science, health and safety or environmental based qualification).

## **Relevant Experience**

### **Essential**

Experience of working in a highway maintenance and construction environment, proven experience in contingency planning or emergency procedures. Proven experience working the Emergency Services, as well as experience in operational risk management of infrastructure assets. We are also looking for someone with experience in Business Continuity Management.

## **Skills and specialist knowledge**

### **Essential**

We are looking for a well-organised and self-motivated individual with strong communication skills and a good understanding of health, safety and environmental management. You will be IT literate, knowledgeable in relevant statutory regulations relating to highways or contingency planning, able to prioritise and deliver work programmes on time with minimal supervision. A current driving licence is essential.

## **Language requirements**

### **Essential**

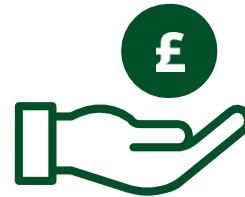
The ability to speak English is essential for this role.

# 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.



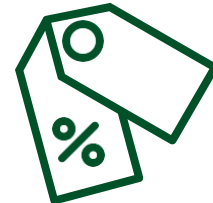
- 29.5 days of annual leave per year.
- 8.5 days of public and statutory holidays.
- Hybrid working minimum 2 days in the office.
- Flexible working hours.



- 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 parks, 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