

North & Mid Wales Trunk Road Agent

Business 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.



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**





Salary: PS7 (SCP 41-43) £54,143 - £56,293

Duration: Permanent

Location: Parc Menai, Bangor / Conwy / Halkyn

Closing date: 10am, 26/11/2026

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

Apply here

Purpose of post

The Business Manager will provide strategic leadership, coordination and oversight of the Agency's business support, quality, information governance, fleet management and contract compliance functions.

The Business Manager will have overall management responsibility for the Business Development and Support Manager, the Quality, Information Governance & Fleet Manager, and the Audit Manager.

The Business Manager will be responsible to the Business and Operations Unit Manager and will ensure that all functions operate cohesively, efficiently, and in alignment with Agency objectives, ISO standards, and statutory obligations.



The Business Manager will provide strategic direction and operational leadership across the following functional areas:

Business Development and Support Manager (12 staff)
Quality and Information Governance Manager, including responsibility for the Agency's Fleet (2 staff)
Audit Manager (2 staff)

The Business Manager will ensure performance management, compliance with legislation and standards, efficient resource allocation, and continuous improvement across all managed functions.

Each functional manager will report directly to the Business Manager.

General responsibility for the IT equipment (Laptop and Mobile Phone) and databases required to undertake the role.



Person Specification

Personal Attributes

Essential

Confident, conscientious, ability to work unsupervised and under pressure to meet deadlines.
Team leader and delegation skills
Self-Motivation and commitment
Well-developed interpersonal skills
Decision making and negotiation skills
Ability to prioritise own workload
To lead others and prioritise work of staff within the post holder's teams
Ability to communicate effectively at all levels
Resilience and the determination to succeed
Ability to drive a challenging work programme forward individually and as part of a wider team

Qualifications and relevant training

Essential

Degree in relevant subject or degree with extensive relevant experience
Management Qualification i.e. ILM, CMI, CIPD.

Relevant experience

Essential

Contributing to overall business management and delivery of projects to meet organisational needs
Extensive experience of managing staff
Experience in human resource and recruitment processes
Dealing effectively with stakeholders
Experience the development/application of policies and processes
Experience in business governance and compliance
An understanding of quality management systems e.g. ISO9001

Skills and specialist knowledge

Essential

Proven managerial skills
Ability to manage and prioritise workloads
Ability to multitask and work to tight deadlines
Interpersonal skills and being able to work with all levels in the organisation
Problem solving skills
Full valid UK driving license
Fully IT literate
Strong communication skills: oral, written and presenting
Experience of producing high quality documents (including reports to various forums and committees, discussion papers/advice and reviews) and ensuring that they are suitable for internal and external audiences

Language requirements

Essential

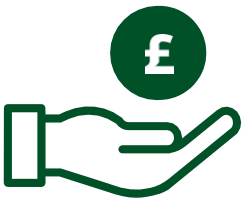
Welsh desirable, English essential

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.



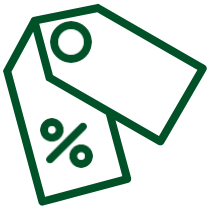
- 29.5 days of annual leave per year.
- 8.5 days of public and statutory holidays.
- Flexible working hours.



- 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.



- 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