

Role Profile

Part A - Grade & Structure Information

Job Family Code	12RT	Role Title	Routine Maintenance & Street Lighting Manager
Grade	PS12	Reports to (role title)	Highways Maintenance Manager
		Directorate/School	Place
JE Band	519-613	Service / Department	Highways, Transport & Network Management
		Date Role Profile was created	Sep-25

Part B - Job Family Description

The below profile describes the general nature of work performed at this level as set out in the job family. It is not intended to be a detailed list of all duties and responsibilities which may be required. The role will be further defined by annual objectives, which will be developed with the role holder. The Council reserves the right to review and amend the job families on a regular basis.

Role Purpose including key outputs	<p>The postholder will provide effective operational leadership and manage teams responsible for delivering highway maintenance functions, while also acting as the Highway Service's senior manager for the long-term PFI street lighting contract.</p> <p>They will be accountable for the delivery of routine highway maintenance, including but not limited to drainage and gullies, road markings, traffic signs, street furniture, street lighting, and illuminated street furniture.</p> <p>This role is critical in ensuring that routine maintenance is managed consistently and effectively within limited financial resources, while maintaining public safety and addressing local priorities. The postholder will provide clear direction to contractors and take responsibility for implementing and controlling local service delivery across the highway network. They will ensure all contracts are performing as required and, in partnership with the PFI contractor, maintain a cost-effective and efficient service.</p> <p>Collaboration with other services is essential to ensure the County Council adopts a joined-up approach—effectively managing risk while promoting responsible stewardship of highway assets for the benefit of residents.</p> <p>The postholder will be expected to work closely with a wide range of stakeholders, including councillors, district and parish councils, contractors, and members of the public.</p>
Work Context	<p>The Place Directorate is a large and complex part of the organisation, with responsibilities that include facilitating safe and reliable journeys, shaping places for our communities, meeting sustainability and climate change targets, and consistently putting the customer first while ensuring excellent value for taxpayers.</p> <p>The Highways, Transport & Network Management service, within the Directorate, is responsible for the effective management, maintenance, and improvement of all highway and transport assets. The highway network is the most valuable asset managed by Surrey County Council, with a replacement value of approximately £7.5 billion, and is vital to the County's economic growth. It is viewed by Members and residents as one of the most important services provided by the Council. As such, the service carries significant financial, health and safety, and reputational risks.</p> <p>Operating in an environment of high political engagement, the service has daily contact with MPs, Cabinet Members, and backbench Members, and works closely with Local and Joint Committees, as well as Select Committees.</p> <p>Reporting to the Highway Maintenance Manager, the postholder will serve as the designated Street Lighting Contract Manager and will be responsible for the successful delivery of a range of highway maintenance functions. The role requires regular engagement with Members, customers, and contractors; therefore, the postholder must be resilient, capable of managing multiple workstreams, and possess both excellent communication skills and strong technical knowledge.</p>
Line management responsibility if applicable	The postholder will manage a team of approximately 10 staff
Budget responsibility if applicable	PFI contract approx £20m per annum (including energy) and approx £8m routine maintenance

<p>Representative Accountabilities Typical accountabilities in roles at this level in this job family</p>	<p>Planning & Organising</p> <ul style="list-style-type: none"> • Direct, manage and monitor the operation of an efficient and effective service ensuring the work of the team supports service objectives and that necessary resources are secured. • Lead major projects and reviews within a defined area of work to optimise and enhance service delivery. <p>Policy & Compliance</p> <ul style="list-style-type: none"> • Ensure legal, regulatory and policy compliance of relevant schemes/ initiatives. • Contribute to and where appropriate lead the development of practical strategies, works programmes and service improvement in own area of specialism and monitor and control their implementation to manage and mitigate risks. <p>People and partnerships</p> <ul style="list-style-type: none"> • Directly or matrix manage a diverse group of staff to ensure the successful delivery of a service. • Monitor and support the performance management and development of team members using a coaching approach, to support individual development and ensure that individual contributions are maximised. • Work with managers, service representatives and partners to identify and apply cost effective means of delivering improvements to business processes and strategies. <p>Resources</p> <ul style="list-style-type: none"> • Review the operations of the teams to identify improvements in systems, processes, procedures and working methods, and propose changes to secure greater efficiency and compliance. • Monitor, analyse and manage delegated budgets, funding and resources in accordance with organisational policies and procedures. <p>Analysis, Reporting & Documentation</p> <ul style="list-style-type: none"> • Analyse, interpret and evaluate relevant data applying judgment and technical expertise to identify risk, support the resolution of issues and support decision making. • Through management and supervision ensure that appropriate record keeping is kept and risks and issues are identified and actions taken. <p>Duties for all</p> <p>Values: To uphold the values and behaviours of the organisation.</p> <p>Equality & Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity.</p> <p>Health, Safety & Welfare: To maintain high standards of Health, Safety and Welfare at work and take reasonable care for the health and safety of themselves and others.</p> <p>To have regard to and comply with safeguarding policy and procedure as appropriate.</p>
<p>Education, Knowledge, Skills & Abilities, Experience and Personal Characteristics</p>	<ul style="list-style-type: none"> • Degree or equivalent professional qualification in a relevant specialist area. • May be required to be a member of a professional institute. • Authoritative knowledge of the legislation, principles, practices, and procedures relevant to the role. • Substantial experience working at a senior level in a relevant role • Proven ability to manage budgets and resources. • Proven ability to deliver technically complex programmes of work to deliver agreed outcomes and objectives. • Comprehensive knowledge of computerised business systems. • Excellent verbal and written communication and interpersonal skills with high level negotiation and influencing skills. • Proven ability to work collaboratively with internal and external partners/professionals. • Advanced problem solving and analytical skills with the capacity to devise and implement innovative solutions for strategic change. • Proven ability to assess risks and benefits in a complex environment and respond appropriately. • Ability to understand, meet and exceed customer expectations. • Excellent leadership skills with substantial experience in motivating, coaching, mentoring and developing staff.
<p>Details of the specific qualifications and/or experience if required for the role in line with the above description</p>	<p>The postholder will be professionally qualified and demonstrate a thorough understanding of how a highway authority operates, ideally with experience in a public highway environment. Experience in managing routine highway maintenance services is essential.</p> <p>While some knowledge of street lighting is preferred, at a minimum the postholder should understand how to manage complex contracts. They should also have proven ability to collate and present statistical performance data, and to provide technical, evidence-based guidance on new technologies and working methods to ensure a consistent, effective, and professional service for Surrey highways.</p> <p>An experienced manager, the postholder will possess excellent verbal and written communication skills and be capable of representing the County Council at public forums and if needed in court. A strong commitment to delivering excellent customer service will underpin all aspects of their work, alongside the ability to prioritise limited resources effectively to meet service objectives.</p>
<p>Role Summary</p>	<p>Roles at this level are substantial management roles involving management of services of a technical or specialist nature and will typically engage with a range of agencies, internal and external partners. They will manage a professionally qualified team to deliver major technical projects and/or regulatory services. They have a key role in regulatory assessment, decision and enforcement and require a high degree of technical or specialist knowledge and expertise which is used to exercise judgement and decision making in their area within broad parameters and policy guidance. Roles at this level are accountable for the professionalism of technical or regulatory services under their remit.</p>
<p>Reference Number</p>	<p>BM-2026-032</p>