

CROYDON COUNCIL

ROLE PROFILE AND PERSON SPECIFICATION

DIRECTORATE:

Sustainable Communities, Regeneration and Economic

DIVISION:

Sustainable communities

JOB TITLE:

Highways Contracts Manager

ROLE PROFILE

Job Title:	Highways Contracts Manager
Directorate:	Sustainable Communities, Regeneration and Economic
Division:	Sustainable Communities
Grade:	Grade 14
Hours (per week):	36
Reports to:	Highways Contract & Delivery Manager
Responsible for:	Contract Administrators and Supervisors
Role Purpose and Role Dimensions:	To lead, manage, and oversee the administration and delivery of all highways contracts within Croydon. Responsibility to discharge duties of the <i>Service Manager</i> under the (TSC or other contract format) The role ensures compliance with NEC4 contract provisions, supports risk management and cost control, and drives performance across contractors to support the borough's wider transport, regeneration, and infrastructure goals.
Commitment to Diversity:	The council has a strong commitment to achieving equality of opportunity in its services to the community and in the employment of people. It expects all employees to understand, comply with and promote its policies in their own work, undertake any appropriate training to help them to challenge prejudice or discrimination.
Key External Contacts:	Contractors, supply chain partners, Transport for London (TfL), Department for Transport (DfT), utility companies, auditors, professional advisors, emergency services, neighbouring boroughs, statutory undertakers, residents, and other key stakeholders.
Key Internal Contacts:	Strategic Transport, Highways, Planning, Finance, Legal, Procurement, Regeneration, Communications teams,

Councillors, Cabinet Members, and senior management.

Financial Dimensions:

Management and monitoring of highways contract budgets, including review and certification of payment applications, administration of compensation events, forecasting financial risks, ensuring value for money, and contributing to corporate budget-setting processes.

Key Areas for Decision Making:

- Contract administration and interpretation of NEC4 provisions
- Acceptance or rejection of early warnings, quotations, and compensation events
- Contractor performance management and escalation actions
- Risk mitigation and value management decisions
- Assessment and acceptance of programmes and progress
- Ensuring contract compliance, governance, and audit requirements

Other Considerations:

The postholder may be required to vary working hours, attend site inspections, meetings, or emergency works outside normal hours. The role may also deputise for the Highways Contract & Delivery Manager as required.

Is a satisfactory disclosure and barring check required?
[\(click here for guidance on DBS\)](#)

No

What level of check is required?

Is the post politically restricted
[\(Click here for guidance on political restriction\)](#)

No

Is the post exempt from the Rehabilitation of Offenders Act (ROA) 1974
[\(Click here for guidance on ROA \)](#)

No

Key Accountabilities and Result Areas:

Contract Leadership

This will involve:

- Leading the delivery of NEC4 highways contracts in accordance with contract requirements
- Acting as Service Manager where required under NEC4 contracts
- Managing early warning processes and ensuring proactive risk management
- Reviewing and accepting contractor programmes in line with NEC4 requirements
- Monitoring and managing contractor performance against KPIs and contractual obligations
- Promoting collaborative working and continuous improvement across the supply chain
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Programme & Delivery Management

This will involve:

- Managing the delivery of planned and reactive highways works programmes
- Supervising NEC4 contract operations to ensure effective service delivery
- Monitoring performance against KPIs and service targets
- Ensuring technical compliance and quality assurance of works
- Coordinating works with internal and external stakeholders

Data, Risk & Contract Analysis

This will involve:

- Analysing contract performance data and service outputs
- Maintaining and reviewing risk registers and early warning logs
- Assessing compensation events and cost implications
- Supporting financial forecasting and commercial management
- Using data to identify trends, risks, and opportunities for improvement

Stakeholder Engagement

This will involve:

- Engaging with residents, councillors, and key

- stakeholders to resolve issues
- Liaising with contractors and partners to coordinate works effectively
- Supporting clear and effective communication of highways activities
- Managing escalations and ensuring timely resolution of issues

Compliance & Governance

This will involve:

- Ensuring compliance with NEC4 contracts and procurement regulations
- Adhering to council policies, DfT guidance, and statutory duties
- Supporting internal and external audits
- Maintaining accurate records and reporting information
- Ensuring governance standards are met across contract delivery

Confidentiality

- Treating all information acquired through employment, both formally and informally, in confidence. There are strict rules and protocols defining employee access to and use of the council's databases. Any breach of these rules and protocols will be subject to disciplinary investigation. There are internal procedures in place for employees to raise matters of concern regarding such issues as bad practice or mismanagement.

Data Protection

- Being aware of the council's legal obligations under the Data Protection Act 2018 (the "2018 Act") and the EU General Data Protection Regulation ("GDPR") for the security, accuracy and relevance of personal data held, ensuring that all administrative and financial processes also comply.
- Maintaining customer records and archive systems in accordance with directorate procedures and policies as well as statutory requirements.
- Treating all information acquired through employment, both formally and informally, in accordance with the **Workforce Data Protection Policy**.
- There are strict rules and protocols defining employee access to and use of the council's databases. Any breach of these rules and protocols will be subject to disciplinary investigation. There are internal procedures

in place for employees to raise matters of concern regarding such issues as bad practice or mismanagement.

Contribute as an effective and collaborative team member

This will involve:

- Participating in training to demonstrate competence.
- Undertaking training as required for the role.
- Participating in the development, implementation and monitoring of service plans.
- Championing the professional integrity of the service

Equalities and Diversity

- The council has a strong commitment to achieving equality of opportunity in its services to the community and in the employment of people. It expects all employees to understand, comply with and promote its policies in their own work, undertake any appropriate training to help them to challenge prejudice or discrimination.

Health and Safety

- Being responsible for own Health & Safety, as well as that of colleagues, service users and the public.
- Employees should co-operate with management, follow established systems of work, use protective equipment and report defects and hazards to management.
- Managers should carry out, monitor and review risk assessments, providing robust induction and training packages for new and transferring staff, to ensure they receive relevant H&S training, including refresher training, report all accidents in a timely manner on council accident forms, ensure H&S is a standing item in team meetings, liaise with trade union safety representatives about local safety matters and induct and monitor any visiting contractors etc, as appropriate.

Person Specification

Job Title: Highways Contracts Manager

Essential knowledge:

- Strong understanding of NEC4 ECC contract forms
- Knowledge of highways maintenance and construction standards
- Understanding of contract law, risk management, procurement, and cost control
- Familiarity with NEC4 procedures, early warnings, compensation events, and programme assessment

Essential skills and abilities:

- Effective communication across varied audiences
- Ability to lead contract meetings
- Strong commercial awareness and analytical skills
- Ability to manage competing priorities and tight deadlines
- Ability to interpret technical drawings, programmes, and cost submissions
- Ability to represent the council professionally at meetings

Essential experience:

- Proven experience administering NEC4 contracts
- Managing highways works or civil engineering projects
- Experience assessing compensation events and early warnings
- Performance management of contractors

Special conditions:

- Degree in Civil Engineering, Quantity Surveying, Construction Law, Project Management, or related field
- Membership of ICE, CIHT, RICS, or similar
- Ability to attend occasional out-of-hours meetings and site visits
- Must hold a full driving licence