

Job Profile comprising Job Description and Person Specification

Job Description

Job Title: Highways Supervisor	Grade: PO3
Section: Highways (Richmond)	Directorate: Resident Services
Responsible to following manager: Highways and Depot Supervisor	Responsible for following staff: 8 Skilled Roadworkers (Mason/Asphalters)
Post Number/s:	Last review date: July 2026

Working for the Richmond & Wandsworth Better Service Partnership

We're Richmond & Wandsworth Better Service Partnership, the shared public service team for Richmond and Wandsworth Councils. Like any local authority, our role is to deliver the agenda of our elected members on behalf of the people who live and work in our part of the world. We deliver key services to our communities including social care, public health, children's services, housing and regeneration and environmental and community services.

Our joint workforce creates efficiency and resilience by bringing more creativity to the way we work, more objectivity and adaptability too, helping us deliver better services for all our residents.

We're here to help our communities thrive in a changing world, and to be there for the people who need us most we believe we need to keep adapting. That's why, at Richmond & Wandsworth Better Service Partnership, you'll be at the forefront of innovation in local government, and we'll invest in you and offer you opportunities to grow in a way only our unique organisation can.



Job Purpose

Day-to-day management of the Highways Section, including full line management responsibility for the workforce.

Specific Duties and Responsibilities

1. To provide effective supervision of operatives, agency staff and contractors working on behalf of the Highways DSO Section.
2. Responsible for management of highways operatives including performance management, training and development, sickness management and disciplinary action where appropriate
3. Responsible for supervising all aspects of routine and non-routine maintenance and installation works carried out by the section on the boroughs' road networks. You will be required to supervise all aspects of Highway works (Masonry/asphalt work and street furnishing).
4. To organise and issue works, materials, vehicles, tools, plant, and PPE to operatives.
5. To monitor and accurately record regular maintenance of vehicles, plant, and equipment.
6. Authorise expenditure, purchase orders and resource requirements within delegated limits and contribute to budget forecasting and financial planning.
7. To ensure hand tools, batteries, cutters, small plant, are fit for purpose and are available for staff on request.
8. To carry out daily site checks, ensuring works are carried out safely, efficiently and cost effectively.
9. To supervise winter gritting operations and any out of hours activities undertaken by operatives such as weekend overtime. To provide effective supervision of operatives, agency staff and contractors working on behalf of the Highways DSO Section.
10. Responsible for supervising all aspects of routine and non-routine maintenance and installation works carried out by the section on the boroughs' road networks. You will be required to supervise all aspects of Highway works (Masonry/asphalt work and street furnishing).
11. Authorise expenditure, purchase orders and resource requirements within delegated limits and contribute to budget forecasting and financial planning.

12. To carry out daily site checks, ensuring works are carried out safely, efficiently and cost effectively.
13. To supervise winter gritting operations and any out of hours emergencies
14. To undertake site visits to assess quality of work and H&S compliance.
15. To support with undertaking highways works where required.
16. To continually monitor works and carry out Risk Assessments, Health and Safety checks and quality inspections ensuring that issues are addressed, and accurate records are kept.
17. To perform administration duties associated with the works from commencement to completion, including timesheets, measurements, scheduling, permitting, purchase orders and invoice submission.
18. Ensuring that all works carried out by the section comply with the relevant legislation regarding NRSWA (New Roads and Street Works Act) 1991 and LoPS (London Permit Scheme) standards.
19. Ensuring that relevant Health and Safety legislation and Council policies and procedures are complied with.
20. To advise and support management on relevant service and operational issues.
21. To assist as required with the management of budgets, including ensuring that all necessary processes and procedures are carried out in a timely and effective manner.
22. To assist management with performance reviews and improvement measures on an ongoing basis to ensure that processes secure the highest quality and value for money function.
23. To support Management in representing the SSA, in dealing with external organisations.
24. To assist management to ensure that all Members queries about service delivery are dealt with promptly and effectively.
25. To ensure that the services for both Councils are dealt with on an equitable basis to deliver the standards required for each, as agreed annually by the Executives of both Councils.

26. To assist in the motivational leadership of staff, providing a visible presence to the workforce and promoting a good working environment with the primary aim of delivering high quality services.
27. To undertake any other duties as directed by management within the Operational Services division to ensure the organisation's compliance with contractual obligations.
28. To support with delivery of change programmes within the service.
29. Champion the use of digital systems and technology solutions to improve operational management, performance reporting, workforce deployment and service delivery. Support digital transformation of the service.
30. To support in other areas as and when required.

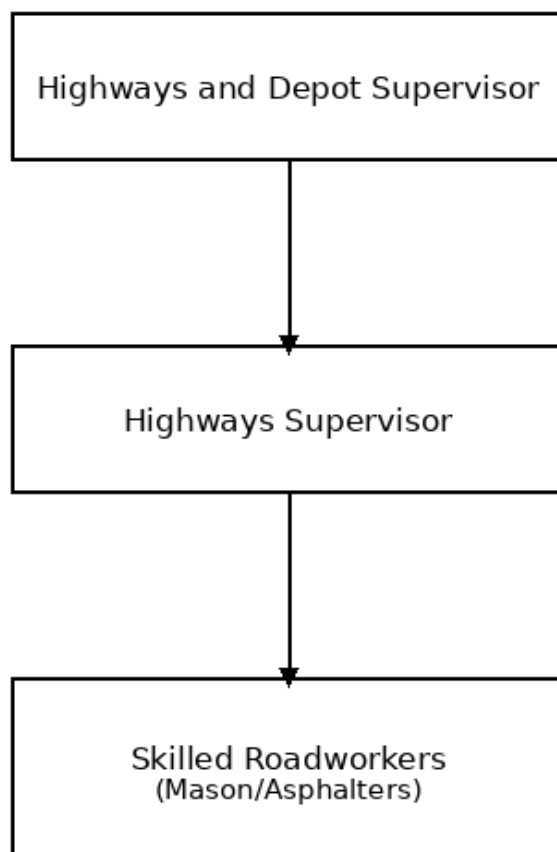
Generic Duties and Responsibilities

- To contribute to the continuous improvement of the services of Richmond & Wandsworth Better Service Partnerships.
- To comply with relevant Codes of Practice, including the Code of Conduct and policies concerning data protection, handling complaints and health and safety.
- To adhere to security controls and requirements as mandated by Richmond and Wandsworth procedures and local risk assessments to maintain confidentiality, integrity, availability and legal compliance of information and systems
- To promote equality, diversity, and inclusion, maintaining an awareness of the equality and diversity protocol/policy and working to create and maintain a safe, supportive and welcoming environment where all people are treated with dignity and their identity and culture are valued and respected.
- To understand both Councils' duties and responsibilities for safeguarding children, young people and adults as they apply to the roles within the Councils.
- The profile is not intended to be an exhaustive list of the duties the post holder will carry out. Other reasonable duties commensurate with the level of the post, including supporting emergency and priority situations, will form part of the role.

Additional Information

- To participate in the out of hours standby /callout rota for Winter Service Provision and civil emergency response.
- Provide support as required in the day-to-day supervision of both Richmond and Wandsworth depot arrangements (where necessary), including the assessment of Health and Safety, preparation and implementation of improvement programmes.
- The role is officed based, but daily site visits to check operatives works and productivity.

Current Team structure



Person Specification

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Our Values

THINK BIGGER

EMBRACE DIFFERENCE

CONNECT BETTER

LEAD BY EXAMPLE

PUT PEOPLE FIRST

Our Values are embedded across Richmond & Wandsworth Better Service Partnership and throughout all roles and responsibilities at all levels of the organisation. Please [familiarise yourself with our values](#) as they are an integral part of our recruitment and selection process.

Person Specification Requirements			Assessed by A/I/T/C (see below for explanation)
Knowledge	Essential	Desirable	Assessed
Extensive knowledge of Highways reactive roadworks	X		I
Extensive knowledge and understanding of Health and Safety Legislation and requirements in connection with works on the highway	X		
Extensive knowledge and understanding of the New Roads and Street works Act and where it applies to the role of the section.	X		I
Experience	Essential	Desirable	Assessed
Experience of managing, motivating and developing staff to achieve high productivity and effective standards of service	X		
Proven experience in effective control and discipline of the workforce and instigating the Council's Codes of Conduct and Performance as necessary	X		
Experience in carrying out Risk Assessments and implementing relevant recommendations	X		
Experience of appropriately allocating / supervising staff resources and monitoring quality of work	X		
Experience in accurately monitoring and recording: costs, measurement of works, preparing claims and submitting invoices	X		
Experience of successfully managing change when necessary	X		
Experience of appropriately managing budgets and allocating staff resources	X		
Experience in managing and / or assisting with daytime and out of hours emergency situations and winter maintenance procedures	X		I
Skills	Essential	Desirable	Assessed
Effective oral, written and presentation skills to provide clear and concise communications and reports in a variety of internal and external contexts	X		I
Allocating staff and physical resources such as items of equipment/materials	X		I
Significant experience of using standard IT packages to an advanced level as required for the role. This may	X		I



include report writing (Word), presentations (PowerPoint) and manipulating statistical data (Excel)			
Ability to provide advice and guidance to both staff and clients in relation to highways works	X		I
Qualifications	Essential	Desirable	Assessed
Valid Driving Licence	X		C
NRSWA Supervisory level. Or obtain within 6 months of starting role.	X		C
Winter gritting Supervisory level. Or obtain within 6 months of starting role.	X		C

A – Application form / CV

I – Interview

T – Test

C - Certificate