

Job Description

Job Title:	Senior Resilient Highways Officer
Directorate/Team:	TfWM – Network Resilience
Location:	16 Summer Lane or other site/location
Responsible to:	Regional Highways Infrastructure Manager
Responsible for:	1 direct report
Key working relationships: (internal)	TfWM Delivery Directorate, Transport Strategy & Planning, Network Resilience, Integrated Transport Services, Strategic Partnerships & Integration, Metro, WMCA Strategy, Integration & Net Zero, Digital & Data, Health & Safety.
Key working relationships: (external)	WMCA Local Highway Authority Partners, National Highways, Product Suppliers, Academic Partners, Department for Transport, Active Travel England, Transport Operators, Utilities & Works Promoters, Midlands Highway Alliance Plus.

Purpose of the Post

To support the development, delivery and continuous improvement of a reliable, resilient and future-ready Key Route Network. The post will provide evidence-based advice, coordinate and convene regional partners, deliver key projects and digital tools, and support effective planning, decision-making and operational resilience across the network.

Accountabilities

- The development and delivery of workstreams relating to network resilience, climate adaptation, air quality, net zero and future network needs, ensuring these are embedded into relevant plans, policies and decision-making.
- The delivery of the regional Digitised Traffic Regulation Order (D-TRO) platform to support Local Authority statutory requirements.
- The maintenance of effective working relationships with local authorities, delivery partners, internal teams and regional stakeholders to support collaborative delivery and shared outcomes across the KRN.
- Lead Network Resilience's input into scheme proposals, consultations and planning applications, ensuring impacts on the road-based transport ecosystem, network resilience and day-to-day operations are understood, reported and appropriately mitigated.
- The development and delivery of a Resilience Index for the Key Route Network to assist future planning and disruption management.
- The development, implementation and monitoring of tools, systems and reporting processes, including D-TRO platforms, the Network Resilience Index, CRVA and other relevant data-led approaches.
- The coordination of regional practitioner forums and contribution to communities of best practice, ensuring learning, innovation and relevant industry developments are shared and applied.
- The identification and integration of innovation, technology and best practice into business-as-usual activity to improve efficiency, resilience and outcomes for road users.
- The delivery of activities in accordance with WMCA governance, value for money requirements, relevant legislation, regulations, national guidance and professional standards.

Responsibilities

Strategic

- Provide timely, evidence-based advice and contribute to the development and delivery of strategic and operational plans, policies and work programmes for the Key Route Network (KRN), including future-focused strategies relating to climate adaptation, air quality, net zero, future mobility and changing network demands.
- Analyse the impact of schemes, works and developments on the KRN and provide clear advice to partners and stakeholders on network resilience, disruption and operational impacts.
- Support the implementation of the Integrated Network Management Plan, including monitoring progress and reporting performance against agreed actions.
- Support the development and use of tools and approaches such as the Network Resilience Index and Climate Risk and Vulnerability Assessment to inform planning, prioritisation and decision-making.
- Support the integration of learning from The Centre of Excellence for Decarbonising Roads (CEDR) and wider innovation activity into day-to-day thinking, policy development and operational decision-making.
- Work flexibly and with integrity to meet the needs of WMCA and the Network Resilience function.

People

- Establish, develop and maintain effective working relationships with internal colleagues, local authorities, delivery partners, transport operators, suppliers and regional stakeholders.
- Manage and lead project team members, providing support, supervision and clear direction, ensuring high performance, development and delivery of objectives
- Convene and lead relevant regional practitioner forums to share learning, align approaches and promote best practice.
- Participate in regional and national communities of practice, including with peer organisations, research institutions and sector bodies.
- Represent WMCA professionally at meetings, briefings, forums and stakeholder events.

Operational

- Support Metro and highway interface matters, working with local authority partners and internal teams to manage impacts on the network.
- Project manage workstreams and activities that support regional roads priorities, including the D-TRO project, and prepare clear briefings on progress, risks, issues and recommendations.
- Support the procurement and contract management of systems and products.
- Collaborate, develop and promote data and reporting tools to assist monitoring and evaluation.
- Identify opportunities to use technology, innovation and improved processes to increase efficiency and support better outcomes for road users.
- Support activity relating to network issues, future devolution matters and other emerging network resilience priorities.

Financial

- Ensure value for money and follow the appropriate governance processes for dealing with any financial activities.
- Prepare project monitoring financial reports.

Other

- Support the preparation of business case inputs and funding bid material to support governance, decision-making and future investment in the road network.
- Keep up to date with relevant legislation, regulations, national guidance, standards and industry practice.
- Undertake such tasks as may reasonably be expected commensurate with the scope and level of the role.
- Represent WMCA in a professional manner.

Person Specification					
Candidates/post holders will be expected to demonstrate the following:	Essential / Desirable		How Evidenced?		
Experience	E	D	A*	I*	T*
Experience of working with multiple stakeholders, including local authorities, delivery partners, consultants or transport operators.	X		X	X	
Experience of project delivery.	X		X	X	
Experience of working in highways, transport planning, network management, or a related field.	X		X	X	
Experience of preparing reports, briefings, recommendations or business case inputs for decision-making.	X		X	X	
Experience of working in a complex local government setting.		X	X	X	
Experience of reviewing schemes, consultations, works proposals or planning applications and identifying operational, resilience or delivery impacts.		X	X	X	
Experience of working with data, monitoring tools, mapping systems or reporting dashboards to support decision-making.		X	X	X	
Experience of climate adaptation, air quality, net zero or innovation in a highways/transport context.		X	X	X	
Skills / Knowledge	E	D	A*	I*	T*
Knowledge of project management principles, methods and good practice.	X		X	X	
Ability to manage competing priorities and work across several workstreams at the same time.	X		X	X	
Ability to assess information, identify risks and impacts, and develop practical recommendations.	X		X	X	
Strong verbal communication and influencing skills, with the ability to work effectively with internal and external stakeholders.	X		X	X	
Good understanding of highways and transport networks, including the factors that affect safe, efficient and resilient operation, supported by knowledge of relevant legislation, guidance, standards and governance processes, or the ability to develop this knowledge quickly.	X		X	X	
Strong written communication skills, with the ability to produce clear reports, briefings and updates.	X		X	X	
Knowledge of Digitised Traffic Regulation Orders (D-TRO), mapping tools, planning processes and highways/network management duties.		X	X	X	
Knowledge of environmental issues affecting the highway and transport network, including climate adaptation, air quality, net zero and innovation.		X	X	X	
Qualification / Education / Training	E	D	A*	I*	T*
Minimum Level 4 qualification or equivalent experience in highways, transport planning, project management or a related field.	X		X		
Evidence of continuing professional development relevant to highways, transport, project management, climate adaptation, data or stakeholder engagement.		X	X	X	
Membership, or willingness to work towards membership, of a relevant professional body such as CIHT, ICE, IAM or an equivalent organisation.		X	X	X	

*Key: A = Application, I = Interview, T = Testing/Assessment

Core Expectations	
Health, Safety & Wellbeing	All employees have a duty to take reasonable care for the health, safety, and wellbeing of themselves and of other persons who may be affected by their acts or omissions at work; and co-operate with their employer so far as is necessary to

	enable it to successfully discharge its own responsibilities in relation to health, safety, and wellbeing.
Equality & Diversity	Promote and champion equality and diversity in all aspects of the role.
Learning & Development	Participate in and take responsibility of any learning and development required to carry out this role effectively.
Performance Management	Actively engage in the performance management process and take responsibility for managing performance outcomes.
GDPR	Ensure the reasonable and proportionate protection, processing, sharing, and storing of WMCA information in accordance with the relevant legislation, corporate policies, and in the best interests of the data subjects (Data Protection/GDPR), the WMCA, our partners, and the West Midlands, in all aspects of the role.
Adherence to Policies	Be aware of and comply with all organisation policies.
Matrix Working	Work in a matrix way when required by actively collaborating across traditional boundaries—such as directorates, functions, or geographic areas—to achieve shared goals. Depending on your role, you may contribute to multiple projects or workstreams, often working alongside different teams and leaders.
Business Continuity	All staff should actively participate in business continuity training and exercises when required, ensuring they understand and follow business continuity plans and procedures to maintain organisational resilience during disruptions.
Other	There may be a requirement to work outside normal office hours on occasion, including a requirement to work within stakeholder and partner offices within the WMCA constituent area on a regular basis.

Values

Collaborative	We work as one organisation, building trust, connection and shared purpose across teams and partners to create the biggest impact for our region.
Inclusive	Every voice matters – we create belonging, fairness and psychological safety so everyone can thrive.
Innovative	We think future and act smarter – embracing curiosity, creativity and continuous improvement to shape the future.
Driven	Focused on impact – leading with clarity, care and courage to deliver meaningful results for the West Midlands.

Our culture is built on collective leadership, where everyone plays a part in shaping how we work and succeed together. Guided by our values, we create an environment where people feel valued, supported and able to contribute their best. Through behaviours grounded in clarity, care and courage, as set out in our Leadership Statement we are making the West Midlands Combined Authority the best place to work and belong.

Additional Post Requirements

Politically Restricted Post		Disclosure and Barring Service (DBS)				Vetting	
Yes ☐	No ☒	Basic ☐	Standard ☐	Enhanced ☐	None ☒	Yes ☐	No ☒

Job Evaluation Details

Date Evaluation Agreed	JEP Reference	Grade	Job Family
19/6/2026	JEP838	SP32-SP36	
Position Reference			