



Job Description

Job Title:	Delivery Manager - Sustainable Transport
Directorate/Team:	Delivery Directorate
Location:	Summer Lane
Responsible to:	Head of Delivery - Sustainable Transport
Responsible for:	Delivery of major highway and sustainable transport schemes across the West Midlands
Key working relationships: (internal)	TfWM Delivery Directorate and wider WMCA services/support teams.
Key working relationships: (external)	Local Highway Authorities forming part of the Combined Authority, Contractors, Utility Service Providers

Purpose of the Post

- The Delivery Manager leads the planning, design, and construction of major highways and sustainable transport projects across the West Midlands. This includes highways, bus priority schemes, interchanges, depots, and active travel infrastructure.
- The role supports a £2.2bn capital programme and is responsible for supporting the delivery of approximately £40m of annual investment. The Delivery Manager ensures projects are delivered safely, efficiently, within budget, and to the required quality standards.
- Acting as a central coordination point between internal teams, contractors, consultants, bus operators, and wider stakeholders, the post provides clear leadership, strong governance, and effective decision-making. The role ensures timely and accurate communication and takes a proactive, solutions-focused approach to anticipating and resolving risks to drive successful project delivery.

Accountabilities (Deliverables)

- Leadership & Performance: Accountable for the performance and effectiveness of project teams and delivery partners, providing clear leadership, strong governance, and confident decision-making.
- Stakeholder Coordination: Acts as the central point of coordination between internal teams, contractors, consultants, bus operators, and wider stakeholders to ensure consistent, timely, and accurate communication.
- Communication Excellence: Ensures information is communicated appropriately for both technical and non-technical audiences, supporting informed decision-making at all levels.
- Risk & Issue Management: Proactively identifies, manages, and mitigates risks and issues to maintain programme, cost, and quality targets.
- Outcome Delivery: Drives successful delivery of major highways and transport schemes within a dynamic, multi-modal environment, ensuring projects remain aligned with organisational and stakeholder objectives.
- Health and Safety: Accountable for planning and implementing health & safety policies and regulations including CDM across all projects inline with legal requirement and health & safety training.
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Responsibilities (Duties)

- Lead the end-to-end delivery of major highway and sustainable transport schemes, ensuring progress against agreed programme, cost, quality, and milestone targets.
- Coordinate multidisciplinary teams—including internal services, contractors, consultants, and bus operators—to ensure all delivery commitments are met and network impacts are effectively managed.
- Operate within an NEC4 contractual environment, promoting collaborative working while maintaining clear control of scope, risk, change, and programme requirements.

- Provide early and informed decision-making during design, option development, and Early Contractor Involvement (ECI), ensuring buildability, utilities, traffic management, and stakeholder constraints are effectively addressed.
- Align design, commercial, and construction activities, ensuring technical development reflects operational requirements and stakeholder expectations.
- Manage interfaces across traffic operations, parking, enforcement, utilities, communications, and other services to ensure schemes are deliverable within a complex urban environment.
- Proactively identify and resolve delivery challenges—such as utilities issues, approvals, traffic management constraints, stakeholder concerns, and bus operations impacts—before they become programme-critical.
- Drive a solutions-focused approach, anticipating risks and unblocking issues to maintain delivery momentum and safeguard scheme outcomes.
- Plan, manage, and monitor health and safety . This includes reviewing risk assessments, overseeing safe working practices, and making sure all legal requirements are met.

Strategic

- Demonstrates clear accountability for delivering outcomes within a live, complex urban highway environment.
- Strong outcomes focus, ensuring schemes deliver improvements in bus reliability, journey times, safety, and accessibility.
- Skilled in managing sensitive political and stakeholder issues associated with the complex urban highway environment.
- Sound technical understanding of highways and sustainable transport, enabling effective challenge and assurance during design and delivery.

People

- Strong coordination and collaboration skills, bringing together multidisciplinary teams, contractors, consultants, bus operators, and internal services.
- Clear and credible communicator, able to engage effectively with technical teams, senior officers, elected members, bus operators, and the public.
- Confident and timely decision-maker, particularly during early design stages, option development, and ECI.
- Proactive and solutions-focused approach to identifying and resolving issues within a diverse stakeholder environment

Operational

- Strong risk-management capability, able to identify, anticipate, and mitigate delivery challenges before they become programme-critical.
- Good understanding of NEC4 contractual processes, including early warnings, compensation events, and programme management.
- Ability to align design, commercial, and construction activities to ensure deliverability within complex urban environments.
- Experienced in managing interfaces across traffic operations, parking, enforcement, utilities, communications, and related services.

Financial

- Commercially aware, balancing collaborative delivery with effective management of cost, scope, and change control.
- Able to interpret financial data, identify trends and variances, and provide meaningful insights that support informed decision-making.

Other

- The duties and responsibilities in this job description are not exhaustive and the jobholder may be required to undertake other duties within the general scope of either the level or nature of the post.

Requirements Candidates/post holders will be expected to demonstrate the following:	Essential / Desirable		How Evidenced?		
	E	D	A	I	T
Experience					
Recent experience delivering technically complex, multidisciplinary highway and sustainable transport projects.	x		x	x	
Experience of commissioning technical services and managing the supply chain through appropriate procurement routes.	x		x	x	
Experience of working in an NEC4 environment, including contract management, early warnings and compensation event processes.	x		x	x	
Experience of working within the public sector/local highway authority, including awareness of governance, S278 legal agreements and planning processes.		x	x	x	
Experience of applying and working with CDM regulations across design development and construction delivery.	x		x	x	
Demonstrable experience of proactive risk identification, mitigation and issue resolution on complex infrastructure schemes.		x	x	x	
Experience of working within Early Contractor Involvement to influence buildability, utilities coordination, traffic management and stakeholder constraints.		x	x	x	
Experience of supporting public, member or operator engagement on transport schemes.		x	x	x	
Skills / Knowledge	E	D	A	I	T
Technical knowledge of design standards and best practice for highways, bus infrastructure, interchanges, bus depots and active travel projects.	x		x	x	
Strong working knowledge of utilities diversions and constraints, including processes under NRSWA.		x	x	x	
Strong stakeholder and partnership management skills,	x		x	x	
Strong communication skills, capable of clearly explaining complex technical issues to technical and non-technical audiences.	x		x	x	
Ability to navigate politically sensitive issues with balanced judgement.		x	x	x	
Knowledge of highways and bus infrastructure design, operations and maintenance requirements in an urban highway setting.		x	x	x	
Knowledge of local authority, powers and governance processes		x	x	x	
Knowledge of environmental assessment requirements and statutory procedures.		x	x	x	
Qualification / Education / Training	E	D	A	I	T
An appropriate degree level qualification or appropriate alternative, e.g. Civil Engineering, Building.	x		x		
Appropriate professional memberships e.g. APM, ICE, CIHT.		x	x		
CSCS card		x	x		

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 as necessary to enable it to successfully discharge its own responsibilities in relation to health, safety, and wellbeing.
Equality Diversity & Inclusion	Promote and champion equality, diversity, and inclusion 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.
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

Our culture is underpinned by what we do and how we do it. Our behaviours outline the ways we need to work to deliver success, become truly inclusive, and make the organisation somewhere where everyone can give their best contribution.

Value	Competency	Behaviour
Collaborative	Team Focussed	Works as part of team, managing and leading.
	Service Driven	Customer, resident, and partner focussed.
Driven	Empowered & Accountable	Takes ownership and leads when needed.
	Performance Focused	Ambitious and going the extra mile.
Inclusive	'One Organisation' Mindset	Believe in each other's expertise.
	Open & Honest	We do what we say we are going to do.
Innovative	Forward Thinking	Embrace change and open to new possibilities.
	Problem Solving	Go for clear and simple whenever possible.

Additional Post Requirements

Essential Car User		Politically Restricted Post		Disclosure and Barring Service (DBS)		
Yes <input type="checkbox"/>	No <input type="checkbox"/>	Yes <input type="checkbox"/>	No <input type="checkbox"/>	Standard <input type="checkbox"/>	Enhanced <input type="checkbox"/>	None <input type="checkbox"/>

Job Evaluation Details

Date Evaluated	Job Family	Level/Grade	JEP Reference