



HILLINGDON

LONDON

Job Profile

Head of Service

JOB TITLE:	Head of Transportation
GRADE:	Head of Service
POST NO:	21039
JOB TIER:	3
DBS CHECK	Not applicable
DIRECTORATE:	Planning and Sustainable Growth
SERVICE:	Traffic, Transport and Public Realm

REPORTING STRUCTURE

Reports to:	Director of Planning and Sustainable Growth
Direct Reports:	3
Indirect Reports:	15

ROLE PURPOSE:

To lead the borough's Transport, Traffic and Public Realm service, responsible for shaping and delivering an integrated land-use transport planning approach to movement, accessibility, sustainable transport, public realm improvements, the built environment and road safety. The postholder will ensure the delivery of a safe, inclusive and efficient transport network that supports the borough's growth, climate commitments, economic vitality and quality of life.

This role will drive delivery of the borough's statutory obligation to provide highway comments on planning applications, traffic and parking order duties, highway agreements, the Local Implementation Plan (LIP) with TfL, Transport Studies, Vision Zero, Healthy Streets, school streets, public realm enhancements, active travel

programmes, bus priority schemes and transport policies aligned to the Mayor of London's Transport Strategy and London Plan.

Job Description

1. Resident & Community Contribution

- To demonstrate understanding of the Council's *Customer Care Standards* and ensure that these standards are met in order to deliver the Council vision of '*putting our residents first*'.

2. People Management

- To be responsible for the selection, development and performance of the Transport, Traffic and Public Realm service in line with the Council's HR policies.
- To ensure all team members receive the appropriate level of communication to maintain engagement with the Council's vision, priorities and activities.
- To be responsible for maintaining a safe and healthy working environment in line with Health & Safety at Work Act (1974) and Council Policy.
- As part of the Directorate Management Team, lead and motivate teams to provide a positive service, adopting a dynamic and innovative approach to try to find solutions.
- Actively support transformational activities and a cultural shift in working practices to ensure the right team for the right project. Encourage a flexible approach to project delivery within the wider team to match demand and provide opportunities for career development.

3. Operational Service Delivery

- Lead the development and delivery of the borough's Traffic, Transport and Public Realm strategies, ensuring alignment with corporate priorities, climate action plans, Local Plan and the Mayor of London's strategies.
- Act as the council's principal advisor on parking and traffic management, transport planning, highways development management, public realm, active travel, and road safety.

- Lead development of transport policies, major corridor studies, and borough-wide plans such as the Local Implementation Plan (LIP), Active Travel Plan, and Cycling Strategy
- Oversee the collection, analysis, and use of transport data to support evidence-based decision-making.
- Ensure future growth areas and regeneration schemes are fully supported by strategic transport planning.
- Lead the planning, prioritisation, and execution of capital transport and traffic programmes, ensuring schemes are delivered to time, budget, and quality.
- Secure and manage TfL LIP funding, external grants and developer contributions for active travel, cycling, highways improvements, and public transport enhancements.
- Drive delivery of the borough's Road Safety Plan and Vision Zero commitments.
- Oversee school streets, safer neighbourhood schemes, traffic-calming interventions, boroughwide accessibility and collision reduction programmes.
- Build strong partnerships with TfL, neighbouring boroughs, developers, businesses, community groups, and residents.
- Provide high-quality advice and briefings to senior leadership and elected Members.
- Oversee the response to petitions, complaints, FOIs, Road Safety Programme Suggestions and other types of enquiries
- Represent the borough in regional forums and partnerships (e.g., TfL borough officer groups, sub-regional transport boards).
- Champion the delivery of an inclusive, equitable transport network that improves accessibility for all users.
- Drive decarbonisation of transport through active travel, public transport integration, EV infrastructure, and behaviour change programmes.
- Manage transport consultants providing professional services to the Council including the drafting of briefs, tendering, assessment and selection and the quality of final reports.

4. Service Planning & Development

- Ensure that an annual Team Plan, aligned to the Group / Service Plan(s), is developed, agreed and communicated to team members in a timely manner.

- Ensure clear Service Level Agreements (SLA's) are in place where appropriate, covering all aspects of service delivery with performance and response levels, together with the escalation process if SLA's are not met.
- Maintain a current service workforce plan including a succession plan for all key roles within own team.
- Play a lead role for the department in Corporate Projects, including transformational activity, to ensure the needs of the service are considered and secure maximum benefits for the service and customers.
- Ensure the development and implementation of effective procedures/policies systems, processes, performance criteria and governance frameworks to meet operational requirements, internal and external reporting requirements, and ensure compliance with legislation and regulations.
- Encourage and enable the continuous professional development of team members through training and work experience opportunities.

5. Financial & Resource Management

- To take responsibility for the effective management of the allocated department / team budget.
- To ensure all purchasing and procurement is conducted in line with the corporate guidelines with appropriate use of the Council's financial systems.
- To ensure that all workforce expenditure is compliant with corporate guidance and that any temporary resource is purchased through the Council's agency contracts.
- To maximise and manage grant funding and planning obligations to support the delivery of the council's transport and traffic objectives.

6. Service Improvement

- Implement continuous monitoring of team and individual performance and productivity to ensure the delivery of Service Level Agreements (SLA's) are maximised.
- Manage the implementation of improvement initiatives and change programmes using the Council's Project Management and Service Improvement methodologies.

7. Contacts

- Primary contact will be with other officers within the Council, and service users / residents and their representative bodies. To include who the contacts are and nature of interaction.
- Build strong partnerships with TfL, Heathrow, Department for Transport, neighbouring boroughs, developers, businesses, community groups, transport operators and residents.
- Manage external relationships, formally represent the Council in negotiations, partnership working and liaison with national, London wide and sub-regional agencies. Provide input into national, regional, and sub-regional legislative and policy frameworks to maximise the opportunities for good growth within the borough.

8. Additional Responsibilities

- Complete other reasonable tasks in order to fulfil role purpose or as instructed by management.
- Regular attendance at evening meetings including petition hearings Committee Meetings.
- You may be required to undertake periods of on call which are related to your role
- This profile/JD is not intended to be exhaustive list of 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 this role.

9. Key Performance Indicators

- Achieve at least 95% delivery of the annual London Implementation Plan (LIP) capital and revenue programme, including spend profile, scheme milestones, and outcome reporting to TfL.
- Increase borough cycling rates supported by the delivery of new active travel infrastructure.
- Submission of highway comments on planning application in accordance with the Local Planning Authorities Committee and determination deadline.

Person Specification

This person specification will be used for recruitment to the post in LBH. It will form the basis of the application form, and candidates will be also assessed against aspects of this person specification at interview.

1. QUALIFICATIONS (list)	ESSENTIAL ✓	DESIRABLE ✓
Degree in transport, civil engineering, urban planning, or related field (or equivalent experience).	✓	
2. STATUTORY or ROLE SPECIFIC REQUIREMENTS (describe)	ESSENTIAL ✓	DESIRABLE ✓
Proven leadership experience in transport planning, traffic management, highways development management, public realm or a related field within a complex organisation, ideally a local authority.	✓	
Strong understanding of legislation relevant to highways, traffic and transport planning (e.g., 1990 Town and Country Planning Act, 1980 Highways Act, Traffic Management Act, Road Traffic Regulation Act, London-specific regulations).	✓	
3. EXPERIENCE	ESSENTIAL ✓	DESIRABLE ✓
Experience managing multi-million-pound capital programmes and securing external funding.	✓	
Demonstrable experience in political environments, with the ability to advise Members and manage sensitive community issues.	✓	
4. KNOWLEDGE & SKILLS	ESSENTIAL ✓	DESIRABLE ✓
Strong budget and resource management, with the ability to plan, monitor and control expenditure, prioritise resources, identify efficiencies, and maintain clear financial oversight to support service and organisational objectives.	✓	

<p>Strategic and delivery-focused, able to translate policy into deliverable programmes while managing complex workstreams and competing priorities.</p>	<p>✓</p>	
<p>Effective leader and collaborator, with strong stakeholder engagement, negotiation and influencing skills, and a track record of building productive internal and external partnerships.</p>	<p>✓</p>	
<p>Clear and confident communicator, able to explain technical issues to non-technical audiences.</p>	<p>✓</p>	
<p>Customer- and community-focused, bringing a strong public service ethos, an innovative mindset, and a commitment to continuous improvement.</p>	<p>✓</p>	

Our values

Respect

We appreciate what makes us different and include everyone.

- We recognise that we all have unique talents, skills and experiences.
- We provide a professional service to our residents and colleagues and lead by example.
- We celebrate diversity and ensure our working practices are inclusive.

Collaborative

We believe in the power of working together.

- We work collaboratively as one council.
- We promote creativity and innovation to improve outcomes for all.
- We recognise the strength of sharing knowledge and experience.

Efficient

We deliver the best possible outcome by carefully managing our resources.

- We are empowered to deliver the most efficient outcome.
- We harness new technology and tools to deliver our services efficiently.
- We look after our finances and maximise value for money for residents.

Integrity

There is no gap between what we say and do.

- We choose what is right over what is easy.
- We trust and support each other to get the job done.
- We are responsible and accountable for our actions, both good and bad.

Open and honest

We are transparent in the actions and decisions we take.

- We provide a safe space to have truthful discussions in a positive way.
- We encourage constructive feedback without fear of judgement.