

## Highway Intelligence Group (formerly Business and Customer Management Group)

Please note the Business and Customer Management Group has been replaced in the new structure by the Highway Intelligence Group, led by Meg Booth. The group includes:-

- Performance Manager – Laura Gadd
  - Highway Services Manager – Lucy Barrow
    - Highway Services Team Manager – Exeter – Steve Pickard
    - Highway Services Team Manager – Barnstaple – Debbie Mitchell
  - Senior Business Systems Officer – Steve Canniford
    - Highway Systems and Data Officer – Stuart Coles
      - Assistant Highway Systems and Data Officer – Wayne Brooks
  - Highway Systems Manager – Roxanne Tandridge
    - Senior Admin Assistant (training) – Eileen Lee

### Performance Manager

My current focus includes development of the:

- Highways and Traffic Management Business Plan for 2015-2021
- Team Development Plan for service which includes the career progression scheme and learning and development support programme.
- Performance management framework which includes:-
  - A review of the effectiveness of the appraisal process following recent feedback from staff.
  - A review of the workmanship audits.

Further information on all of the above will start to be communicated in coming weeks.

In addition I am supporting the team with continuing systems thinking work and business process redesign which informs the development of iWays.

### Highway Services Manager

My current focus includes:

- Managing and directing the Highways Services Team located in Barnstaple and Exeter
- Leading on the development and implementation of Highways & Traffic Management's communications to ensure that information is effectively communicated to staff and customers including elected Members and residents;
- Leading on the liaison with the Council's Customer Service Centre and Customer Relations Team
- Lead on the monitoring of customer management

## **Senior Business Systems Officer**

My current focus includes:

- Preparing and cleansing data (RMS, IMS etc) in readiness to migrate to the Asset Management and Works Ordering elements of the WDM I-Ways system
- Evaluating user requirements to include in the specification of the WDM I-Ways Works Ordering system
- Making ready rules and parameters within the current and future Works Ordering system(s) to support the 2017 Term Maintenance Contract
- Updating 'officer' polygons in the WDM Systems
- Carrying out a desktop audit of safety defect data capture and repairs
- Updating Grass Visibility area information on IMS
- Digitising drainage information into IMS from Section 38 records and NHO records

## **Highway Systems Manager**

My current focus includes:

- I-Ways Implementation
  - Works Ordering
  - Skip (and other) Licences
  - Claims
- Systems Thinking review of TTROs
- Assisting the Performance Manager with the Team Development Plan