

## **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