**Team Leader – Highways Maintenance and Improvements**

**Grade PO14**

**Job Description**

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| **Job Purpose** |
| As Team Leader for the Highways Maintenance and Capital Improvements team, you will manage a team of professional engineers and technicians, ensuring the feasibility, design and delivery of a range of engineering services for internal and external clients. You will be responsible for securing work from both internal and external clients and managing the development and delivery of the schemes.The post holder will work across service functions and externally with Key Partners to achieve planned outcomes on both a long and short term basis and will be responsible for effective highway asset management.You will lead and manage the Highways Maintenance and Capital Improvements team and be responsible for the development and management of all associated engineering functions, act as the Council’s technical lead on carriageways and footways including policies and services ensuring compliance with national and European legislation and regulations.You will lead on the delivery of effective highway asset management and act as the intelligent client for the day to day management of the highways maintenance contract in relation to carriageway and footway works.You will lead on the reactive highway maintenance service and ensure the Council fulfils its duty under the Highways Act.  |
| **Major Tasks**  |
| This post is a designated **Team Leader**.* As a Team Leader you will lead and manage the Highways Maintenance and Capital Improvements team to ensure delivery of service. You will be responsible for the development and management of all associated engineering functions, act as the Council’s technical lead on carriageway and footway maintenance including policies, strategies and services ensuring compliance with national and European legislation and regulations
* Working closely with the Service Delivery Manager to input in to complex engineering schemes and manage these schemes from design to delivery. Plus where necessary, to support the development and delivery of services from both a strategic and service perspective across the borough. A focus of the role will be to ensure that the Council has the right policies strategies and plans in place to manage highways and engineering services appropriately and future development proposals do not compromise the integrity of the environment or infrastructure.
* Responsible for the effective management, timely delivery and budget management of projects identified in the Council’s annual Capital Programme and/or schemes identified and funded by other grants or funding streams
* Be responsible for investigating requests for new infrastructure schemes and other high, medium and low cost highway improvements.
* Assist the Service Delivery Manager in developing the Council’s annual Capital Programme and a long term strategy to scheme delivery.
* Day to day management in the delivery of the service.
* Support the Service Delivery Manager in managing capital and revenue budgets and ensuring delivery of projects to time and budget.
* Be responsible for identifying and implementing new ways of working to generate financial and efficiency savings, including maximising income from activities across the service area and from external organisations.
* The role will involve working closely with Senior Officers, elected members and other Council teams to ensure that the management and improvement of the network support Council priorities and policy documents.
* From time to time the role will involve leading and coordinating Neighbourhood Services / corporate cross cutting projects and programmes e.g. Pride in our Community.
* To provide direction for team members who are required to prepare detailed engineering schemes together with the preparation of the full range of NEC3/NEC4 contract documents.
* To provide complex technical and professional advice to team members in relation to NEC contract administration, site supervision, health & safety, measurement etc.
* To take the lead on providing advice and design services to both internal and external clients.
* Work collaboratively with partners and stakeholders including National and Regional Government and Public Agencies and private sector partners and developers to secure successful delivery of all programmes and projects.
* Represent and meet CDM requirements on appropriate schemes and projects in respect of Client and Principal Designer Roles.

**Generic management tasks listed below:** * To enable the Council’s vision and priorities to be delivered by working with internal and external partners.
* To develop and manage the performance of a cross-functional team.
* To understand and manage budgets to ensure effective use of public resources.
* To prioritise and plan team objectives.
* To support the rota for out of hours duty manager
* To identify significant issues and solutions to the Service Delivery Manager.
* To develop policies and translate them into practice.
* To analyse overall service performance and develop improvement plans.
* To ensure the team meets service related income targets each year and work in efficient and effective ways, using new technologies where appropriate.
* To deliver standards which achieve equality of opportunity and ensure staff are fully aware of health and safety.
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| **Contacts & Relationships** |
| **In summary**: - Directors, Service Delivery Managers, Union representatives/stewards, Cabinet Members, Ward Members, Members of Parliament, Developers, LEP, external organisations, Town & Parish Councils, voluntary sector providers, Members of the public, other local authorities, government departments and external suppliers.**More specifically**: The strategic and operational nature of the work will require the postholder to work with multi-disciplinary groups on a regular basis, to develop strategies and deliver outcomes.The postholder will meet with other local authority representatives and specialists and will represent the Council on a range of regional bodies. The role will also involve contact with central government departments and other prospective funding agencies as well as regular attendance at formal meetings.The post-holder will meet with other local authority representatives, when considering cross-boundary implications of services and will be involved in developing joint working arrangements. |
| **Creativity** |
| * To develop innovative and creative strategies and engineering solutions, as well as ways of planning and delivering work, including the use of new technologies, to meet future physical & economic development, to maximise efficiencies and to reduce risks to the ongoing function plus operation of the service. This work will require application of professional judgement in the absence of guidelines, whilst ensuring that all actions comply with highly complex legislation and regulations. These can involve long term changes which need to be presented to elected members for agreement.
* To keep up to date with new legislation and legal requirements that will impact upon the delivery of the service.
* To manage and monitor both capital and revenue budgets for the service.
* Develop ways of making services more efficient and more accessible to residents and businesses.
* To develop joint working opportunities with other local authorities to deliver service improvements and efficiencies.
* To prepare highly complex technical reports relating to changes in legislation, regulations plus where necessary, council policy and that support delivery of national, regional and local policies.
* To manage and negotiate complex contractual matters
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| **Decisions** |
| * The post holder will make all technical decisions regarding the impact of, and delivery of engineering schemes. This work will require application of professional judgement in the absence of guidelines, whilst ensuring that all actions comply with highly complex legislation and regulations.
* The role will require knowledge of the application of detailed legislation and regulations regarding the development, delivery and management of projects.
* The post holder will respond to emergency situations and implement the necessary measures to protect the work force and the public associated with traffic management.
* The role will involve making recommendations to the Service Delivery Manager, Director and senior elected Members and where necessary, other stakeholders on decisions on significant and high profile areas of engineering. Or where there are likely to be concerns and areas of sensitivity identified by the local community.
* The post holder will manage the implementation of new policies and procedures making recommendations to senior officers and elected members on potential changes to policy and playing a lead role in contributing to the development of council policies relating to the post holder’s area(s) of expertise.
* To deal with complex FOI requests, complaints and enquiries on a daily basis.
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| **Management & Supervision** |
| * The post-holder will be expected to communicate effectively with Service Delivery Managers and Team Leaders across the Service Area and throughout the Council, to ensure effective and efficient delivery of services.
* The postholder will be responsible for the line management of staff within the team
* The post-holder will be expected to manage internal and external contractors engaged by the Service Area.
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| **Supervision Received** |
| * The post-holder will report to the Service Delivery Manager and may also receive guidance from a Director or Executive Director.
* The post holder will be expected to work autonomously managing and arranging their own work, only contacting their manager to identify progress and provide complex professional advice.
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| **Complexity** |
| * The nature of the work is highly complex and requires a high degree of technical ability and professional judgement to meet the demands of the post. This includes being able to understand detailed technical reports & models involving complex technical matters
* The post-holder will be expected to analyse complex numerical data in making decisions and to use that data in making decisions and recommendations to senior officers and elected Members.
* The post-holder must be able to use the resources at his / her disposal to make the best effect in managing the transport network.
* The post-holder must have a clear understanding of the legislation, regulations and codes of practice that influence the work of the team to ensure they are used correctly to support the efficient and safe management of the transport network
* The post-holder must be competent in financial accountancy and will be expected to monitor both capital and revenue budgets on monthly basis.
* The post-holder must be able to identify breaches in health and safety that may lead to the injury of a member of the workforce engaged in delivering of the service.
* The post-holder must be aware of engineering initiatives and changes in legislation at national, regional and local level that may impact upon the Service Area and to make recommendations on those changes regarding any council policies and procedures
* The post holder must be able to present complex policies and projects to the public, Members and senior management and appropriate groups of Committees.
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| **Resources** |
| * The postholder is responsible for supporting the budget management of revenue and capital budgets and other internal and external sources of funding.
* The postholder is responsible for the specialist ICT systems, pool vehicles and other equipment in use within the service area including variable message signs.
* Responsibility for safeguarding customer addresses and associated enquiries. A clear understanding of GDPR is applicable to the postholder.
* The postholder is an Aggreso approver at a team leader level.
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| **Impact** |
| * The post holder has an authority wide role in providing advice to other services in terms of Engineering.
* This is a front facing role with impact on a wide range of stakeholders including parish and town councils, utility companies, contractors and consultants.
* The postholder manages negotiations with the contractor to ensure ongoing value for money and risk mitigation from changes in legislation which could lead to a significant increase in costs for the Council.
* The postholder formulates responses and deals with Councillors and customers who have complex and politically sensitive complaints to protect the Council’s reputation.
* The post holder will ensure as-built information is provided to support the development of the asset management database.
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| **Physical Demands** |
| * The postholder is predominantly office based, involving working with office equipment and computers etc.
* The role involves considerable analysis and production of detailed and complex reports so there is a high level of concentrated computer work for prolonged periods.
* The postholder is also required to carry out site visits across the borough including live construction sites.
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| **Working Environment** |
| * The postholder is required to attend site including live construction sites.
* The role at times may require ward walks or site visits in all weather conditions.
* The role often requires attendance at meetings outside office hours or occasionally over weekends
* Contact with customers is by telephone and face to face. Occasionally complainants can occasionally be verbally abusive.
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| **Emotional Context**  |
| * The postholder will have to undertake difficult decisions which impact on service users.
* As part of this role, the postholder may need to attend legal proceedings which will place significant pressure on the person at that time
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| **Other** |
| The postholder will be expected carry out any other duties as are within the scope, spirit and purpose of the job, commensurate with the grade. The postholder will be expected to actively follow Telford & Wrekin Council policies, including those such as Equal Opportunities, Human Resources, Information Security and Code of Conduct etc. The postholder will be expected to maintain an awareness and observation of Fire and Health & Safety Regulations. |

**Person Specification**

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| **Criteria** | **Standard** |
| **Qualifications** | * Relevant Degree in an engineering discipline or equivalent.
* Postgraduate qualification or the equivalent such as chartered membership of a relevant professional body/chartered engineer.
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| **Experience** | * Significant In-depth knowledge of industry, regulations, policy and legislation in relation to all services covered in by this post.
* Significant experience in managing both capital and revenue budgets
* Demonstrable experience of operating in a political environment
* Significant experience in developing complex engineering projects, asset management and programmes of work.
* Experience in commissioning and contract management
* Experience of managing and working with external consultants and private developers
* Experience of working effectively with a number of key stakeholders including members, developers, contractors, members of the public and agencies representing local, regional and national government
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| **Knowledge** | * Substantial knowledge of civil and highway engineering.
* Significant knowledge relating to the legislation and regulations governing highway engineering and health and safety.
* Substantial knowledge of NEC Contracts
* Substantial knowledge of Health and Safety legislation under CDM 2015
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| **Skills** | * Ability to use high level interpersonal skills effectively to work collaboratively and to communicate clearly and concisely at a wide range of levels.
* Ability to analyse situations, issues and problems and develop creative and innovative strategies and solutions
* Actively involves internal and external partners where appropriate to develop and achieve shared goals and objectives
* Ensures decision making is properly informed by others within the local community
* Is able to see the bigger picture and focuses on decision making on the achievement of agreed and long term goals.
* Proven business skills in finance, people management, business planning, policy development & report writing
* Highly numerate with the ability to interpret quantitative and qualitative data and link to decision making and planning
* Implementation skills:- ability to align policies with delivery, translate strategy into targets, plans and actions and to put in place the services needs and project arrangements to ensure the achievement of objectives
* Ability to negotiate and persuade, external partners, developers and other organisations concerning complex and large scale issues.
* Able to work under pressure and operate with minimum supervision
* Able to lead, manage and develop a team
* Able to take decisive action and manage risk
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| **Personal style & behaviours** | * As a council employee you will be supported and expected to demonstrate the Councils Core Behaviours. Please note that these may be updated from time to time and are available on the Council’s intranet pages.
* Promotes diversity and equal opportunity
* Develops good working relationships by leading by example
* Capacity to adapt and react to changing circumstances
* To promote the Service Area to attract external clients
* To demonstrate an aptitude to develop own skills and initiatives to allow personal development and show continuing personal development to enhance career.
* Must be able to demonstrate interest and enthusiasm in delivering a high quality engineering service and be able to react and demonstrate flexibility in an ever demanding changing working environment.
* Willing to take personal responsibility under and abide by the Council’s Health and Safety Policy.
* A personality, which will facilitate working with a team or alone, combined with an ability to work under pressure and an enthusiasm to learn
* A desire to see others develop and a willingness to pass on knowledge in order to facilitate this.
* A willingness and ability to operate in a commercial type of environment; to meet deadlines and fee targets and assist others in achieving wider deadlines.
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| **Fluency Duty** | * This post has been identified as a customer facing role and therefore the Council is required to fulfil their statutory duty under Part 7 of the Immigration Act 2016. As a public body the Council is obliged to ensure member of staff in such roles are able to have a command of spoken English which is sufficient to enable the effective performance of their role.
* This post needs to present complex data and information to service users.
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| **Political Restrictions** | This post is not subject to political restrictions. |

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We will ensure, so far as is reasonably practicable, that no disabled applicant is placed at a substantial disadvantage. This person specification includes what we believe are fully justifiable essential and desirable selection criteria. Provided that the selection criteria unconnected with the disability are met, we will make ALL reasonable adjustments in order that someone with a disability can undertake the duties involved.

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| **Type of criminal records checks required for this post** | **Ticked as required** |
| None | ✓ |
| Basic Disclosure |  |
| Standard Disclosure |  |
| Enhanced Disclosure |  |
| Working with Adults - Regulated Activity |  |
| Working with Children - Regulated Activity |  |

Information on types of criminal records checks is available at:

<https://www.gov.uk/disclosure-barring-service-check>