

## Team Lead – Delivery (Tier 4b)

<b>Directorate:</b> <b>Service area:</b>	Communities County Highways
<b>Accountable to:</b>	Tier 4a Delivery Manager
<b>Accountable for:</b>	See below
<b>Politically restricted post</b>	No
<b>Delivery teams:</b>	
<b>Grade</b>	Q

### Context

You will play an active role as part of our service team working in partnership with our Commissioning Team Leaders to innovate our service delivery capabilities.

You will support the Service Manager and other Delivery Team Leaders in achieving our organisational vision and outcomes.

You will manage your team to meet the outcomes of the service delivery plan. You will develop and maintain good working relationships with our range of key stakeholders including statutory partners, service providers, voluntary section and customers.

### Specific role assignment

<b>Delivery responsibilities</b>	<ul style="list-style-type: none"><li>• To direct and manage a team of Engineers, Technicians and Delivery Officers in partnership with the Client team and term maintenance contractor to delivery all planned, cyclical, reactive and emergency maintenance works. Works to be delivered to agreed timescales, budgets and quality standards as required by the business.</li><li>• To manage the team ensuring that projects are delivered using the correct internal processes and design standards.</li><li>• To be responsible for the technical, contractual and commercial matters for all aspects of the works.</li><li>• To carry out appraisals and 1:1s with your team.</li><li>• To ensure that your team manage the financial aspects of their schemes.</li><li>• To liase with Councillors, the public and other groups within WCC on all aspects concerning the delivery of the works.</li></ul>
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	<ul style="list-style-type: none"><li>• To be responsible for the effective handling of complaints to WCC corporate standards.</li><li>• To advise and manage the Quality Management System.</li><li>• To manage the cost, design and delivery of all planned, cyclical, reactive and emergency works.</li><li>• To undertake any other relevant and appropriate duties and responsibilities commensurate with the post as required to ensure that the delivery service is run in a flexible and efficient manner.</li></ul> <p>Main Tasks:</p> <ul style="list-style-type: none"><li>• To hold client responsibility for management of contracts and development and management of substantial work programmes and projects.</li><li>• To advise senior managers and elected members on technical, contractual, commercial and political aspects of a specialist aspect of relevant transport planning, engineering, and construction works and recommending optimum solutions balancing engineering, economic and environmental aspects.</li><li>• To monitor changes in relevant national technical standards / guidelines and obtain and respond to feedback on the service from the public and elected members in order to redefine service and working practices and to take a lead working with operational managers to achieve a consistent and improving service.</li><li>• To have responsibility for the management and delivery of programmes of capital and revenue budgets within the relevant service area, including the identification and securing of funding.</li><li>• To estimate and forecast expenditure necessary to meet service plans and develop and monitor the team's annual budgets.</li><li>• Controlling demand for limited available budget by working within set priorities and parameters for expenditure on reactive operations.</li><li>• To deal with difficult correspondence, whilst working under pressures.</li><li>• To provide sensitive responses to persistent requests from elected Members, parish councils, locality forums and members of the public for action / interventions which are problematical, impractical, or not affordable.</li></ul>
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	<ul style="list-style-type: none"> <li>• To provide leadership and management to a team of professional, technical and support staff including determining priorities, directing the development and delivery of plans to achieve service aims.</li> <li>• Responsible for recruitment, appraisal and development of staff in order to meet service objectives.</li> <li>• To lead the continual review of efficiency and effectiveness leading to improved business improvement and performance within the postholders service area.</li> <li>• To have responsibility for major consultations in relation to the service managed.</li> <li>• To be responsible for the effective handling and resolution for complaints, investigating concerns and obtaining resolution, in line with WCC corporate guidance and processes.</li> <li>• To ensure that the CDM regulations and other relevant regulations and guidance are applied within the service, and by contractors, including acting as Client and / or Designer under the CDM regulations.</li> <li>• To report to and attending / presenting proposals to WCC Committee meetings and checking, amending and revising committee reports written by members of the team and / or preparation of complex technical reports.</li> </ul>
<b>Key business measures</b>	<ul style="list-style-type: none"> <li>• Management of revenue and capital budget</li> </ul>
<b>Statutory responsibilities</b> <i>(if applicable)</i>	<ul style="list-style-type: none"> <li>• Acting as Client or Designer under CDM regulations.</li> </ul>
<b>Specific experience</b>	<ul style="list-style-type: none"> <li>• Substantial post professional experience working within a relevant discipline and/or significant experience at a senior level of partnership working and diverse project management.</li> <li>• The ability to demonstrate a high degree of complex problem-solving skills.</li> <li>• The ability to communicate complex and contentious information with varied audiences in person and/or in writing.</li> <li>• Have experience of using ICT including relevant Engineering / Transport Planning systems e.g. CAD</li> <li>• The ability to work within a broad policy framework</li> </ul>

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	<p>using managerial discretion over a very broad area of activity.</p> <ul style="list-style-type: none"> <li>• The ability to cope in situations where there is an emotional demand arising from the work being undertaken.</li> <li>• Experience of managing others within an Engineering / Transport Planning environment.</li> <li>• Experience of monitoring programme budgets and cost centre management.</li> <li>• Experience of leading on the development of policy/service practice within the relevant service.</li> <li>• The ability to pull together plans/develop solutions thorough the introduction of new/original thinking.</li> <li>• The ability to persuade others to adopt a course of action which is not necessarily their preferred approach.</li> <li>• Experience of dealing with councillors, public and third parties.</li> </ul>
<b>Specific qualifications/and registration</b>	<ul style="list-style-type: none"> <li>• Desirable to be Chartered or Incorporated Engineer with a recognised engineering body.</li> </ul>
<b>Budget responsibility</b>	<ul style="list-style-type: none"> <li>• Dependent upon annual budget setting. Estimated £7.5M - £10M per annum.</li> </ul>
<b>FTE responsibility (line management)</b>	<ul style="list-style-type: none"> <li>• Dependent on service requirements. Estimated 9 FTE</li> </ul>
<b>Key stakeholder relationships</b>	<ul style="list-style-type: none"> <li>• Term maintenance contractor</li> <li>• Subcontractors</li> </ul>

### Generic capabilities of the role

Generic Capability	Descriptor
Business Acumen	<ul style="list-style-type: none"> <li>• Deliver in year service plan (1 year)</li> <li>• Effective contract and supplier management</li> <li>• Meet budget, savings and income targets</li> </ul>

- Contribute to the operational planning of the service with the commissioning team
- Ensure effective contract management arrangements are in place
- Manage costs down, deliver savings and income targets (as applicable)

Generic Capability	Descriptor
Performance & standards	<ul style="list-style-type: none"> <li>• Statutory compliance</li> <li>• Professional practice</li> <li>• Procedure compliance</li> </ul>

- Execute the statutory or regulatory duties are in place and delivered across the team.

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- Ensure the safe operation of the business and compliance with appropriate regulations and legislation.
- Execute the relevant policies and procedures to ensure the outcomes are delivered.

Generic Capability	Descriptor
Operational management	<ul style="list-style-type: none"><li>• Deliver operational performance objectives</li><li>• Manage the workforce</li><li>• Deliver continuous improvement plans</li></ul>

- Meet the service key business measures for the service
- Manage costs down through operational improvement
- Manage and allocate resources to meet key business measures
- Use data and insight to improve service performance

## Generic leadership competencies

Capability	Descriptor
People Management	<ul style="list-style-type: none"><li>• Workforce development</li><li>• Workforce planning</li></ul>

- Recruit and ensure effective onboarding of team members
- Retain and attract the required capabilities of the team through effective talent management
- Set and deliver stretching performance objectives
- Undertake annual appraisals with the team
- Undertake regular 1:1 sessions throughout the year to review performance against objectives
- Manage and support teams through organisational change

Capability	Descriptor
Management of resources & planning	<ul style="list-style-type: none"><li>• Monitors the service performance framework</li><li>• Effective service design</li></ul>

- Plan, task, deploy and co-ordinate resources to meet changing operational needs as required
- Monitor, plan and review team outcomes ensuring delivery of personal and team objectives
- Hold regular meetings to inform teams of plans, priorities, budgets and expected outcomes
- Identify the capacity of the delivery team through effective workforce planning.
- Develop and implement integrated working across teams

## Team Lead – Delivery (Tier 4b)

Capability	Descriptor
Organisational leadership & resilience	<ul style="list-style-type: none"><li>• Deals with performance issues</li><li>• Maintains business continuity</li><li>• Role model of how we work principles</li></ul>

- Maintain business continuity in the event of service disruption
- Effectively addresses performance issues within the team
- Enable the team to work in a high-performance culture
- Act and operate corporately across WCC adopting the one council approach
- Act as a positive role model for WCC's values and behaviours at all times
- Represent the interests of the Council on external bodies and networks

## Team Lead – Delivery (Tier 4b)

### WCC values and behaviours

The post holder must be able to demonstrate that they role model the WCC values and behaviours.

### Our Values – The Warwickshire DNA



### Our Behaviours



**Strategy...** the direction we will take to achieve our outcomes



**Plan...** what we will do to achieve the strategy



**Commissioning...** the process of how we will plan, purchase and monitor our services



**Strategic Commissioning...** the process for understanding, planning and delivering services to achieve the best outcomes



**Operational Commissioning...** the process for meeting need at an individual level or to a specific group



**Delivery...** providing services to our customers

