

Team Lead - Locality (Tier 4b)

Directorate: Service area:	Communities County Highways
Accountable to:	Tier 4a Client Manager
Accountable for:	Locality Officers
Politically restricted post	No
Delivery teams:	
Grade	O

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

Delivery responsibilities	<ul style="list-style-type: none"> • To manage an Area Client Team within the County Highways, with responsibility for management of the highway network as a key Warwickshire asset within a defined geographical area. The Area Client Teams are responsible for customer service, managing demand, highway regulation and determining programmes of maintenance work, to ensure Warwickshire meets its obligations under the Highways Act and other relevant legislation. • Manage the receipt of and response of all routine highway maintenance enquiries from the public and all stakeholders' contacts within your Area. • Assist and advise your team and ensure all contacts are dealt with efficiently, safely, appropriately and within the agreed timescales. Monitor the performance of the Client Team and take appropriate action to improve our service standards and performance and ensure regular safety audits are undertaken. • Ensure that the placing Works Orders for works and works information are correct, within budget and provide
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Team Lead - Locality (Tier 4b)

	<p>effective, safe responses to resolving any highway maintenance problems.</p> <ul style="list-style-type: none">• Taking responsibility for ensuring that the Area is represented where appropriate at Locality meetings, parish and public meetings etc.• Ensuring recommendations are made for structural maintenance, surface dressing work and other routine works, delegated budgets assessments and assist the Client Manager in determining annual and medium term highway maintenance plans and explore and implement continuous improvements.• Investigate and respond to formal complaints up to Stage 1.• Dealing with issues arising from highway matters, insurance claims, including rectification of defects, liaison with claimants and the preparation of evidence and appearance at court as required in defence of any action or claim.• Managing the Area office and depot sites including: ensuring premises and sites are operated in a safe manner and all appropriate actions undertaken to achieve this with Property Services ,our contractors and all depot users.• To deputise for the Client Manager or Client Officers in support of the service.• To undertake out of hours duty management responsibilities.• Regulation of the highway network, the management of customer enquiries & expectations and determining routine, cyclical, planned and emergency works.• To hold client responsibility for management of contracts and development and management of substantial work programmes and projects.• To advise senior managers and elected members on technical, contract, commercial and political aspect of a specialist aspect of relevant transport planning, engineering, and construction works and recommending optimum solutions balancing engineering, economic and environmental aspects.• To monitor changes in relevant national technical standards/guidelines and obtain and respond to feedback on service from the public and elected members in order to redefine service and working practices and to take a
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Team Lead - Locality (Tier 4b)

	<p>lead working with operational managers to achieve a consistent and improving service.</p> <ul style="list-style-type: none"> • To have responsibility for the management and delivery of programmes and capital and revenue budgets within the relevant work area, including the identification and securing of funding. • To estimate and forecast expenditure necessary to meet service plans and develop and monitor the teams annual budgets. • Controlling demand for limited available budget by working within set priorities and parameters for expenditure on reactive operations. To deal with difficult correspondence, whilst working under pressures. • To provide sensitive responses to persistent requests from elected Members, parish Councils, locality forums and members of the public for actions/interventions which are problematical, impractical, or not affordable. • 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. • Responsible for the recruitment, appraisal and development of staff in order to meet service objectives. • To lead the continual review of efficiency and effectiveness leading to improved business improvement and performance within the postholder's service area. • To have responsibility for major consultations in relation to the service managed. • To be responsible for the effective handling and resolution of complaints, investigating concerns and obtaining resolution, referring to directorate complaints officer, and liaising with corporate complaints officer as required. • To ensure that the Construction Design and Management Regulations (2007) and other relevant schemes and regulations are applied within the service and by contractors including acting as Client. • To report to and attending/presenting proposals to County Council Committee meetings and checking, amending and revising committee reports written by members of the team and/or preparation of complex technical reports.
<p>Key business measures</p>	<ul style="list-style-type: none"> • Customer satisfaction • Highway condition
<p>Statutory responsibilities (if applicable)</p>	<ul style="list-style-type: none"> • Highways Act • Other relevant legislation

Team Lead - Locality (Tier 4b)

<p>Specific experience</p>	<ul style="list-style-type: none"> • Substantial post professional experience working within a relevant discipline and/or significant experience at a senior level of partnership working and diverse project management • The ability to demonstrate a high degree of complex problem solving skills • The ability to communicate complicated and contentious information with varied audiences in person and/or writing • Have experience of using ICT including relevant Engineering/Transport Planning systems eg CAD • The ability to work within a broad policy framework using managerial discretion over a very broad area of activity • The ability to work under a very high degree of pressure, including meeting unpredictable deadlines and dealing with conflicting demands • The ability to cope in situations where there is an emotional demand arising from the work being undertaken • Experience of managing others within an Engineering/Transport Planning environment • Experience of monitoring and managing and being accountable for large project budgets • Experience of monitoring programme budgets and cost centre management • Experience of leading on the development of policy/service practice within the relevant service • The ability to pull together plans/develop solutions through the introduction of new/original thinking • The ability to persuade others to adopt a course of action which is not necessarily their preferred approach • A knowledge of the Council's objectives and policies which form the strategies for our highway maintenance service; • A good knowledge of IT systems and their applications in a highway maintenance environment. • Experience of managing organisational change and the ability to motivate others to achieve change • Evidence of a commitment to continuing professional development • A knowledge of NEC3 Term Service Contracts
<p>Specific qualifications/and registration</p>	<ul style="list-style-type: none"> • Desirable to be Chartered or Incorporated Engineer with a recognised engineering body.
<p>Budget responsibility</p>	
<p>FTE responsibility (line management)</p>	<ul style="list-style-type: none"> • 4 – 6 FTE
<p>Key stakeholder relationships</p>	<ul style="list-style-type: none"> • Term maintenance contractor • Elected members

Team Lead - Locality (Tier 4b)

	<ul style="list-style-type: none"> Members of public
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Generic capabilities of the role

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

- 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"> Statutory compliance Professional practice Procedure compliance

- Execute the statutory or regulatory duties are in place and delivered across the team.
- 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"> Deliver operational performance objectives Manage the workforce Deliver continuous improvement plans

- 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"> Workforce development Workforce planning

- Recruit and ensure effective onboarding of team members

Team Lead - Locality (Tier 4b)

- 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"> • Monitors the service performance framework • Effective service design

- 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

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

- 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

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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



High performing



Collaborative



Customer focused



Accountable



Trustworthy

Our Behaviours



do what we say



move with purpose and energy



focus on solutions



help people and communities to find their own solutions



build strong working relationships



be the best we can be

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

