

Delivery / Team Lead (Tier 4)

Directorate: Service area:	Communities County Highways
Accountable to:	Delivery lead Traffic Manager.
Accountable for:	Eight FTE's, £340k Revenue budget, £350k Developer contributions budget.
Politically restricted post	No
Delivery teams:	Network Management
Job Title:	Team Leader Rights of Way.
Grade:	Scale M (36,922 to 38,890)

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">The Rights of Way Team Leader acts as the lead role for the highway authority in providing technical & practical support, advice and direction to colleagues and overseeing the design & delivery of maintenance & improvement schemes. The role will lead the rights of way team of eight, which is made up of two enforcement and maintenance officers, two definitive map and paths orders officers, two Ranger, volunteers coordinators one GIS and planning officer and a technical administrator. See Attached service structure.
----------------------------------	---

Delivery / Team Lead (Tier 4)

	<ul style="list-style-type: none">• In addition, the role will manage the updating of the Definitive Map, by maintaining and develop the county's network of public rights of way, administer, prepare and maintain the county's Definitive Map and Statement. on the Public Rights of Way [PRoW] network in Warwickshire.• To manage the Rights of way Team within County Highways, with responsibility for management of the Rights of way network as a key Warwickshire asset within Warwickshire The Team is 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 maintenance enquiries from the public and all stakeholders' contacts within Warwickshire.• 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 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.• Investigate and respond to formal complaints up to Stage 1.
--	--

Delivery / Team Lead (Tier 4)

Key business measures	<p>The post holder will project-manage delivery of asset management and/or large and medium sized projects or programmes and individual schemes, being responsible for all decisions including budget control, quality of services and critical path management.</p> <p>The post holder will provide focus to all aspects of their technical services area and ensure effective and robust relationships between other service areas are established and maintained so that the Council has the most effective and efficient processes and procedures available. The post holder will ensure relationships within the team and with external bodies and landowners are maintained at a professional level to ensure delivery of best outcomes.</p> <p>The Post holder will oversee the compliance with legislative guidance and reporting of legal orders to the relevant committee, ensure compliance with the Councils enforcement procedures and best practise guidance in undertaking enforcement activities, and ensure best practise is undertaken in advice to development control on applications affecting rights of way with National and Local Plan Policy. Representing the Council at partner bodies meetings and at Public Inquiries.</p> <p>To carry out financial management to agreed Budget and income targets.</p> <p>To act or supervise others in the role of project manager.</p>
Statutory responsibilities <i>(if applicable)</i>	<p>Definitive map and Statement, Protect and assert the public right to the rights of way network. Statutory consultee for all planning applications that affect Rights of Way. Processing of permanent, diversions, closures, and temporary orders on the Rights of Way Network. Highways Act 1980, Countryside and Rights of Way Act 2000, Wildlife and Countryside Act 1981.</p>
Specific experience	<p>Substantial, post professional experience including experience of managing a significant area of service within an Engineering/Transport Planning environment</p>

Delivery / Team Lead (Tier 4)

	<p>The ability to demonstrate a high degree of complex problem-solving skills.</p> <p>The ability to communicate with a very wide range of audiences over a range of subjects, including topics which are broader than the Engineering/Transport Planning discipline represented.</p> <p>The ability to work within a broad policy framework using managerial discretion over a very broad area of activity.</p> <p>The ability to work under a very high degree of pressure, including meeting unpredictable deadlines and dealing with conflicting demands Experience of staff management, including the responsibility for the recruitment, appraisal and development of staff in order to meet service objectives.</p> <p>Experience of monitoring and managing and being accountable for large project budgets Experience of monitoring programme budgets and cost centre management.</p> <p>Experience of developing significant policies/practices which impact across a broad area of the organisation.</p> <p>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.</p>
Specific qualifications/and registration	Desirable to be a member of appropriate professional organisation such as IPROW
Budget responsibility	£340k Revenue, £350k developer contributions to improvements on the network.
FTE responsibility (line management)	8
Key stakeholder relationships	Service Manager, County Highways Assistant Director, Environmental Services Strategic Director, Communities District and Borough Councils Customers including developers/planning applicants/General public Warwickshire Records Office.

Delivery / Team Lead (Tier 4)

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 that 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
- 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

Delivery / Team Lead (Tier 4)

- 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

Delivery / Team Lead (Tier 4)

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

