

## Delivery / Team Lead (Tier 4)

<b>Directorate:</b> <b>Service area:</b>	Communities County Highways
<b>Accountable to:</b>	Delivery lead Traffic Manager.
<b>Accountable for:</b>	Five FTE's, £275k Revenue budget.
<b>Politically restricted post</b>	No
<b>Delivery teams:</b>	Network Management
<b>Job Title:</b>	Team Leader Searches
<b>Grade:</b>	Scale L (34,728 to 36,922)

### Context

The Highway Search team are an income based service that charge external customers for the service they supply, this is typically £275 k per annum.

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>• The Searches Team Leader acts as the lead role for the highway authority in providing technical &amp; practical support, advice and direction to colleagues and overseeing the design &amp; delivery of maintenance &amp; improvement of the Highway network information.</li><li>• The role will lead the Searches team of five, which is made up of one senior Searches officer and four searches officers</li></ul> <p>See attached service structure.</p>
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## Delivery / Team Lead (Tier 4)

	<ul style="list-style-type: none"><li>• The team respond to queries and requests regarding the public highways status and extent, traffic schemes and public rights of way in order to meet Warwickshire County Council internal information requirements and respond to the CON29 enquiry form which serves to provide prospective purchasers with information that relates to the property being searched and in some cases the area where the property is situated. It provides information on items in existence as well as items that are in the pipe line/being considered and/or awaiting approval. It is often these items that without the CON29 enquiry form would go unnoticed and have a material effect on the future use, development and enjoyment as well as laying a financial burden on the property.</li><li>• To take the lead in the development and maintenance of an electronic highway record for WCC. This information provides a central resource which is utilised by the Authority in fulfillment of various functions (e.g. County Highways, Legal Services, Property Services, Street Lighting) as well as being used to answer external queries.</li><li>• To take responsibility for the development, application and maintenance of the Council's Local Street Gazetteer, compliant to BS7666.</li><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 the 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 postholder's service area.</li><li>• To have responsibility for major consultations in relation to the service managed.</li></ul>
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## Delivery / Team Lead (Tier 4)

	<ul style="list-style-type: none"> <li>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.</li> <li>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.</li> <li>Investigate and respond to formal complaints up to Stage 1.</li> </ul>
<b>Key business measures</b>	<p>The post holder will ensure that the Service is delivered to agreed Service level agreements with the Borough and District Councils. Ensure that the Service meets its service level standards to its internal customers.</p> <p>To carry out financial management to agreed Budget and income targets.</p>
<b>Statutory responsibilities</b> <i>(if applicable)</i>	<p><b>The provision of CON 29 responses to the District and Borough Councils on behalf of the Highway Authority. To produce and update the Local Street gazetteer on behalf of the Highway Authority.</b></p> <p>WCC's policy in maintaining the List of Streets pursuant to Section 36 (6) Highways Act 1980</p>
<b>Specific experience</b>	<p>Substantial post professional experience including experience of managing a significant area of service within an Engineering/Transport Planning environment.</p> <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>

## Delivery / Team Lead (Tier 4)

	<p>The ability to work under a very high degree of pressure, including meeting unpredictable deadlines and dealing with conflicting demands.</p> <p>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>
<b>Specific qualifications/and registration</b>	Desirable to be a member of appropriate professional organization, such as the Local Land Charges Institute.
<b>Budget responsibility</b>	£275k Revenue
<b>FTE responsibility (line management)</b>	5
<b>Key stakeholder relationships</b>	<p>Service Manager, County Highways</p> <p>Assistant Director, Environmental Services</p> <p>Strategic Director, Communities</p> <p>District and Borough Councils</p> <p>Customers including developers/planning applicants/General public</p> <p>Warwickshire Records Office.</p> <p>National Government Quango's, Geoplace, StreetManager.</p>

## Delivery / Team Lead (Tier 4)

### 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 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"><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

## 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"><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

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

## 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

