

Post title	Team Leader
Division / Section	Roads Operations and Street Lighting and Signage/ Roads and Transport Infrastructure/ Place Management
Department	Place
Responsible To	Team Manager
Number of post holders	12
Acting up/ Secondment	N/A

Purpose of Job

To be primarily responsible for the performance, efficiency and delivery of an operational service within Roads Operations/ Street Lighting and Signage.

To lead, organise and manage the work of a team of skilled Roads Operations / Street Lighting and Signage staff, including, where appropriate, any contractors and agency staff assigned to the team in carrying out construction and maintenance services for roads, footways, street lighting and other works including the response to a wide range of emergency situations.

MAJOR TASKS/JOB ACTIVITIES

To lead and manage teams of staff responsible for delivering a wide range of operational services to achieve the following agreed Key Service Outcomes.

Ensure services are effectively delivered to specification; to budget and within timescale, taking personal responsibility for the development of sustainable team plans, service delivery and development to ensure the service provides best value.

Ensure that agreed standards, policies and procedures are met and that all operations comply with statutory responsibilities, national legislation, standing orders, delegated authority, Council policies, aims and objectives.

To undertake a range of tasks within the team, covering: hard landscaping work; bituminous surfacing work; drainage work; road marking and coloured surfacing work; traffic signal installation work; driving duties; sign & pole erection and removal; street furniture maintenance work; and street lighting work.

Deputise for Team Manager as required.

Supervision and Management of People (Numbers and type of staff)

The post will be responsible for the operational management of services and as such will have a number of front-line staff reporting directly to them. There will normally be up to 15 staff in each team (covering a range of different posts), with this increasing to up to 50 staff during winter maintenance activities.

Creativity and Innovation

The post will be responsible for the operational performance of their service using creativity and innovation to ensure that agreed outcomes are achieved within resources available. The post will be responsible for engaging with staff and other stakeholders of the service to implement new approaches to service delivery promoting continuous improvement to service effectiveness and efficiency.

The post will contribute to the continuing improvement of the service, as part of the wider Roads Operations / Street Lighting and Signage management team, monitor work methods and identify potential improvements to improve efficiency and effectiveness.

Contacts and Relationships

Contacts will relate to the delivery of operational services and as such will have impact on cost and quality of work.

Decisions (Discretion)

The post will make operational decisions on the delivery of services , including the deployment of staff and other resources.

The post will identify the need for additional work on site; identify the need to deviate from planned work in an emergency; to work with the team; monitor and assess the suitability of all resources on site to produce work to the desired quality and standard monitor the working methods of the team to ensure that work is carried out in a safe manner; plan and programme work in conjunction with the Team Manager; and take the lead role on customer care issues, ensuring that works are carried out with consideration to the needs of residents, businesses and the travelling public, resolving any complaints, conflicts or disputes.

The post holder will take remedial action to resolve any problems and keep the Assistant Operations Manager appraised.

Decisions (Consequences)

Operational decisions will have an impact on cost and quality of work of services which have a high public profile and visibility.

Roads Operations / Street Lighting and Signage operates in competition against private sector companies.

The service is responsible for the maintenance of the Council's roads asset.

Resources

The post holder is required to ensure that team members follow the requirements for daily vehicle and plant maintenance with defects reported, with plant and transport items individually valued at between £500 and £150K, with the typical value of all items allocated to the team being in the region of £600k. During winter maintenance operations, the total value of equipment increases to between £725k and £1.1m.

The post holder is required to monitor the use of materials on-site, report any shortfalls and reject any failures of quality. Arrange and co-ordinate the delivery of materials valued at up to £24k per day. The post holder is responsible for IT equipment (including mobile communication devices) valued at approximately £500.

Environment – Work Demands

The post holder will manage a front-line operational services responding effectively to the changing local demands impacting on the service within agreed resource constraints.

The post holder will be available to manage and deliver essential services outside of normal working hours to respond to weather and other emergencies.

Environment – Physical

As a working member of the team, the post holder must be physically fit and able to undertake a range of manual handling tasks.

The post holder will be required to work in awkward positions including bending, climbing, working alongside large construction plant, working in flooded locations and alongside fast flowing water (during emergency flood protection work) and working in live traffic (during the erection of traffic management measures).

Environment – Working conditions

The post holder is required to work on sites that are dirty and noisy environments. Personal protective equipment will be issued to reduce the effect of dirt and noise.

The post holder is required to work: outside in all weather conditions (80%); at any and all times of the day or night (80%); adjacent to live traffic (60%); and occasionally alongside fast flowing water (5%).

In emergency situations, the post holder is required to attend the aftermath of road traffic accidents to make the area safe and remove debris.

The post holder is required to participate in the standby arrangements.

Environment – Work Context

The post holder is required to remain vigilant at all times to ensure work is undertaken on a safe and efficient manner.

The hazards faced by the post holder include: working in live traffic and on high speed roads (daily); working alongside buried and overhead cables and services (daily); working with large construction plant items (daily); driving non-LGV vehicles in extreme weather conditions (daily during the winter months); working with hazardous materials (daily); working with noisy equipment (daily); working in flooded locations and alongside fast flowing water (monthly); working in severe adverse weather (weekly); working with vibrating and cutting equipment (e.g. pneumatic breakers and stone cutting equipment) (daily); being subject to verbal abuse from unhappy and aggressive members of the public (weekly); and removal of discarded sharp objects (contaminated needles when hand cleaning gullies) after receiving appropriate training (weekly).

The post holder is required to work long hours (including during periods of severe weather) especially when undertaking standby duties.

Knowledge and Skills

The post holder is required to have an S/NVQ Level 3 in Highways Maintenance and demonstrate the ability to manage and motivate team members to achieve effective team working.

The post holder is required to consistently produce work of a very high standard, at a high productivity output level.

The post holder must be in possession of a current driving licence at all times (preferably Category C1). LGV drivers must be in possession of the appropriate current LGV licence at all times.

Health and Safety

The Council must abide by relevant health & safety and employment law, as well as the common law duty of care. All members of staff are required to take care for their personal health and safety and that of others who may be affected by their actions or inactions. You are therefore required to carry out your duties in a safe manner in accordance with instructions and in compliance with safety rules/procedures, regulations and codes of practice. You are required to advise your line manager if you become aware of any unsafe practice or condition or if you have any other safety concerns and should comply with accident and near-miss reporting procedures.

If you supervise, manage or lead other staff, you are also responsible for ensuring that the Council's operations are carried out in such a way that ensures, so far as is reasonably practicable, the health, safety and welfare of those staff and that of any others who may be affected. You will therefore conduct relevant risk assessments and assign duties with appropriate instructions, in compliance with safety rules/procedures, regulations and codes of practice. You will address and/or escalate any issues of any unsafe practice, condition or any other safety concerns you identify or that are brought to your attention, taking appropriate advice as necessary and will ensure that accident and near-miss reporting procedures are understood and complied with.

Organisation Structure

(attach structure - specific to area of operation).