



Role Profile

LEAD CONSULTANT – ROADS and LIGHTING MAINTENANCE (NORTH/SOUTH)			
Reference No.	I444.01	Type	Individual
Service	Roads & Transportation Services		
Job Family	Team Manager	Grade	FC9

Purpose
<p>To lead, manage and co-ordinate the activities and functions of the Area Roads & Lighting Maintenance team to deliver a responsive and integrated approach to meeting customers' requirements for roads and lighting repairs.</p> <p>Provide an emergency response service for roads, street lighting and flooding emergencies and the provision of a winter service.</p> <p>Co-ordinate the activities and functions of the team with others within and out with the service in order to deliver a quality, best value and customer focused service.</p>

Task or Responsibility - For this role, there is an expectation that all, or a combination, of the following will be undertaken:	Person Specification: Skills, Knowledge, Qualifications or Experience - Criteria can apply to more than one task or responsibility	E	D
Managing the team's roads and street lighting maintenance service delivery, including the effective coordination of the workload and resources whilst ensuring adherence to Council policies, national standards, statutory and legislative procedures and regulations	<p>Educated to SCQF level 8, which includes HND or SVQ level 4 or equivalent</p> <p>Significant post qualification experience and membership</p> <p>Ability to provide a regular and effective service</p>	<p>✓</p> <p>✓</p> <p>✓</p>	
Responding to urgent/emergency changes in priorities by moving resources within the Team.	Considerable management experience in the roads and street lighting maintenance industry or similar	✓	

E = Essential Criteria D = Desirable Criteria

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	environment		
Managing health, safety and welfare to ensure that the requirements of legislation, policy, procedures and instructions are properly implemented to make the working environment as safe and healthy as possible for employees and others who may be affected	Significant experience of roads and street lighting maintenance related fleet requirements and fleet management (Focus On Customers – See How We Work Matters Framework)	✓	
Contributing as a member of the Roads & Lighting Maintenance Management Team to the on-going monitoring, control and improvement of service delivery and prepare reports in support of the development of the Service.			
Managing the Roads & Lighting Maintenance team in delivering rapid response Roads, Street Lighting and Flooding emergency repairs to agreed targets and quality standards including effective 24 hour roads, street lighting and flooding emergency response standby services.	Significant continuous professional development at Team Manager level	✓	
Co-ordinating the stores function at the Area Depot ensuring stocks meet with operational and economic requirements and that corporate governance procedures on e.g. perpetual stock are met.	Extensive knowledge of operational management of roads, street lighting, winter services and emergency response procedures.	✓	
Supporting the Service Manager Roads Maintenance as the ‘Controller of Premises’ in their management of the satellite Depots ensuring all employees and visitors adhere with health, safety and welfare requirements including depot maintenance and security.	Knowledge of the requirements of trading arrangements and tendering processes in Local Government environment	✓	
Establishing relationships with key contacts in other Council Services and help to promote the ‘one stop shop’ approach to a roads and street lighting repairs service	Comprehensive knowledge and awareness of relevant regulation, legislation and statutory requirements	✓	
Contributing to the development of new cost effective solutions to routine maintenance problems and the emergency service including the use of new practices, systems and technology.			
Managing and supervising the activities of sub-contractors and others employees by the Roads & Lighting Maintenance Team.	Ability to successfully manage and co-ordinate all aspects of the role in a Trading Account environment (Working together)	✓	
Contributing to the planning, preparation and delivery of a	Communication skills both oral and written	✓	

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comprehensive roads and footways winter gritting and snow clearing service to set policy standards including liaison with other Services, managing external contractors and controlling the level and nature of response to changing weather conditions and emergency conditions.			
Taking part in the Winter Manager / Duty Manager standby rosters	Leadership and team building skills	✓	
Ensuring the Unit's future skills and competencies requirements are addressed through the employee development and contribution management processes.	Ability to motivate other to perform to the highest standards	✓	
Setting and maintaining standards of conduct and performance and undertake any disciplinary action required.	Ability to develop and maintain effective relationships	✓	
Supporting employees by applying people management skills e.g. staff motivation, team building and conflict resolution.	Ability to drive forward change under challenging circumstances	✓	
Maintaining an overview of team activities in order to meet agreed targets e.g. selection of staff, re-allocation of resources, prioritising activities, authorising holidays/leave, working arrangements and flexitime.	Considerable manager experience in Local Government in a similar role		✓
Managing the team's attendance management levels and employee performance in relation to set triggers and improvement targets.	Experience of managing Business Units and operating Trading Accounts		✓
Promoting the recognition of achievement and the attainment of quality outcomes in service delivery.			
Ensuring the future skills and competency requirements of the team are addressed by leading the employee development.	Advanced Professional and / or managerial qualification, or equivalent (Take ownership)		✓
Ensuring the team is up to date with events in the Council or the Service through regular team briefing sessions, team meetings or informal contact.			
Expanding team knowledge and on the job coaching to ensure the growth of individuals.			
Appraising the Service Manager Maintenance of developments affecting the work of the Team.			

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Planning, preparing and managing staff roster / cover arrangements to provide a responsive front line service and effective emergency service and comprehensive winter service arrangements.			
Setting, agreeing and managing forward work plans for the team in line with customer, contractor, Service and corporate priorities.			
Ensuring that quality standards are identified, monitored, achieved and continuously improved.	Analytical skills		✓
Investigating and resolving complaints where required.			
Supporting Service-wide policy development issues and the initiation, design, implementation and subsequent monitoring of new strategies and policies.			
Providing expert support and advice on the development and implementation of performance management systems for the collection, provision and dissemination of performance information.			
Promoting high standards of performance across the full range of SPI, KPI and other performance measure and challenge underperformance effectively.	IT skills (Embrace technology and information)	✓	
Reviewing practices and procedures to promote improvements to service delivery, customer satisfaction and more effective use of resources.			
Promoting cross service working by encouraging employees, where practicable, to participate.			
Organising debrief sessions after any critical service incident e.g. customer complaint, staff incidents and lead in implementing changes and decisions, including collective actions as required.	Experience of managing health and safety in the roads maintenance and construction industry		✓
Optimising service delivery by managing, developing and monitoring the Team Roads & Street Lighting budgets within agreed limit.	Financial skills (Deliver results)	✓	
Authorising payments to suppliers of goods and services within agreed limits			
Assisting the Service Manager Roads Maintenance in the preparation			

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of budgetary estimates, spending profiles and plans allied to the targeted priorities of the Roads & Lighting Maintenance team.			
Contributing towards the management of the Roads Operational 'trading account', liaising closely with the Service Manager Roads Maintenance and Service Manager Asset Management & Commercial and others as appropriate.			
Authorising and approve delegated expenditure within agreed limits			
Ensuring the Area Roads & Lighting Maintenance team's 4 weekly billing is accurate and completed timeously and budget information is available for inclusion in any Service budget process.			
Participating in the development and operation of the roads & lighting faults customer service within the Contact Centre			
Assisting with the development, monitoring and review of roads & lighting asset management and costing systems			
Assisting with the review, monitoring and management of the DNO SLA and any required service delivery issues and reporting			
Liaising effectively with the Roads & Lighting Asset Management unit to ensure correct management of assets, overview of performance and policy developments.			

Additional tasks or responsibilities – this is a generic role, however this particular job may also require you to undertake the following:			
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Type of Protection of Vulnerable Groups Scheme (PVG Scheme) or Disclosure Check required				
Type of Protection of Vulnerable Groups (PVG) or other Disclosure check (choose only one).	PVG Children <input type="checkbox"/>	PVG Protected Adults <input type="checkbox"/>	PVG Both <input type="checkbox"/>	None <input checked="" type="checkbox"/>
	Basic Disclosure <input type="checkbox"/>	Standard Disclosure <input type="checkbox"/>	Enhanced Disclosure <input type="checkbox"/>	

Additional Information – the following information is available:
<ul style="list-style-type: none"> • Skills Framework (if applicable) • How we work matters

Expected Behaviours – It is essential that you display the following behaviours as they are expected of all our employees:
<ul style="list-style-type: none"> • Take Ownership • Focus on Customers • Work Together • Embrace Technology & Information • Deliver Results