



Role Profile

SERVICE MANAGER – Roads & Transportation Services			
Reference No.	G416.01	Type	Generic
Service	Roads & Transportation Services		
Job Family	Service Manager	Grade	FC11

Purpose
<p>To lead a large professional and technical service in the provision of a fully operational and quality service within a specific technically complex function of Roads & Transportation Services. Professional supervision, specialist and technical guidance, management and co-ordination of the activities and functions of the team and others within and out with the Service to ensure the consistent development, improvement and delivery of high quality, best value, customer focused services.</p> <p>Ensure that the service supports the council in achieving its aims, objectives and targets and deliver innovative affordable solutions to continue to deliver services in light of increasing demand and difficult economic conditions.</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
Leading and managing an effective service function and provide the team with professional leadership, direction and support. Set and maintain standards of conduct and performance ensuring that the delivery of statutory functions is carried out by managing and resolving risks and issues that arise.	<p>Educated to SCQF level 9, which includes a Degree or equivalent</p> <p>Membership of an appropriate professional body</p> <p>Ability to provide an efficient and effective service</p>	<p>✓</p> <p>✓</p> <p>✓</p>	
Analysing diverse and complex information from a variety of different sources to develop long term plans and strategies to improve service	Significant experience in roads & transportation	✓	

E = Essential Criteria D = Desirable Criteria

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delivery, efficiency and to comply with statutory responsibilities.	functions & activities (Deliver Results – See How We Work Matters Framework)		
Ensuring services comply with agreed service policies and technical standards.	Considerable experience in Local Government in a similar role		✓
Communicating all policies, standards and specifications to service teams ensuring effective, consistent and uniform deployment for business and corporate benefit.	Communication skills	✓	
Developing and realising the full potential of employees through effective objective setting, performance management and skills development to ensure high standards of service delivery.	Team building skills (Work together)	✓	
Managing and maintaining accurate asset records and develop project solutions and forward work programmes.	Leadership skills (Take ownership)	✓	
Managing and resolving risks and issues that arise in conflict situations and handling challenging and politically sensitive issues.	Project management skills	✓	
Ensuring efficient and effective use of physical, financial and staffing resources, including firm budgetary and establishment control that demonstrate best value.	Ability to appreciate and manage political objectives, local aspirations and financial constraints (Embrace technology and information)		✓
Developing, implementing and managing roads & transportation projects and programmes ensuring all tenders and contracts comply with Council policies, Standing Orders, regulatory and legislative requirements and demonstrate best value.	Effective organisation skills	✓	
Awarding and authorising contracts, payments to contractors and variation orders many of which could be significant.	Extensive knowledge of trading arrangements and tendering processes in local government	✓	
Managing the significant service related budgets as well as developing and setting budgets for Team Managers.	Effective budgetary skills	✓	
Managing the implementation of future policy and management strategies as determined by corporate decisions.	Experience of leading and implementing change management initiatives	✓	
Creating and drafting reports for Committees, Working Groups, Partnership Groups, Senior Management Team, Directorate	Excellent report writing skills	✓	

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Leadership Team & Council Leadership Team			
Presenting reports and presentations to committees, working groups, public meetings and other fora.	Excellent presentation skills	✓	
Seeking opportunities to enhance income streams through external funded projects, new clients and partnership projects to maximise service delivery and contribute positively to the service budget challenge.	Partnership working skills (Focus on customers)		✓
Reviewing new legislation and technical standards within the functional service area and developing responses, strategies and policy reviews to meet new legislative and technical requirements.	Extensive knowledge of relevant functional service area strategy and functions	✓	
Undertaking all other duties as required for the role. Duties will be in line with the grade.			

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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SERVICE MANAGER – STRUCTURAL SERVICES			
Development and regular review of asset management strategies for Fife’s Bridges and Structures Inventory (asset value circa £500M), Fife’s Harbours & Piers Inventory (asset value circa £150M).			
Leading role in developing and reviewing Fife’s Shoreline Management Plan and Flood Risk Management Plans & Strategies.			
Providing advice and guidance to other Council services on structural engineering, flood risk and coastal protection.			
Leading role in the management and maintenance of Fife’s Harbours infrastructure.			
SERVICE MANAGER – PASSENGER TRANSPORT			

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Ensuring the effective management and delivery of the Fife Bus Service and further develop high quality Demand Responsive Services (£1.9m pa).			
Leading role in the management and maintenance of Fife's Bus Stations and supported public transport network (£6.5m pa).			
Leading role in the development and implementation of strategies for Accessible Transport and School Transport.			
Leading role in the development and provision of high quality concessionary travel schemes and operating the European Blue Badge Scheme.			
SERVICE MANAGER – ROADS & LIGHTING CONTRACTS			
Leading role in the delivery of technically complex and challenging engineering projects delivered by external contractors (£10m pa).			
Leading role for the development and implementation of engineering contracts and technical expert on roads contracts and procurement.			
Providing advice and guidance to other Council services on roads and municipal engineering specifications and requirements.			
Leading role for the operation, management and monitoring of the staff diary and design fee system.			
SERVICE MANAGER – ASSET MANAGEMENT & COMMERCIAL			
Leading role for the Roads Operations Trading Account and overall service budget management and control.			
Leading role for service Health & Safety compliance and training.			
Leading role for the delivery of the Roads Asset Management Plan and keeping the Public List of Roads and Street Lighting inventory.			
Leading role for service planning, performance reporting and change plan delivery.			
SERVICE MANAGER – ROADS MAINTENANCE			
Leading role in providing a one stop shop road maintenance repairs service (£6m pa).			

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Leading role for a holistic road lighting maintenance service (£2m pa).			
Leading role in providing a fully effective roads & lighting emergency service 365/24/7.			
Leading role in providing an effective winter gritting & snow clearing service (£3m pa).			
SERVICE MANAGER – ROADS DESIGN & BUILD			
Leading role in providing a holistic and integrated design and construction service (£5m pa) with minimal client/contractor split.			
Leading role for the delivery of an effective best value Carriageway Surfacing service (£3m pa) for all Council services.			
Leading role for on-the-job training of road workers and development of a skilled workforce.			
Leading role for the delivery of a roads construction service to other Council Services.			
SERVICE MANAGER – SUSTAINABLE TRANSPORT & PARKING			
Leading role for the Council's strategic transportation strategies and partnership working at national, regional and local level to help deliver Fife's Local Transport Strategy objectives.			
Leading role for Sustainable Travel such as Cycling & Walking and seeking external funding (£2m pa) to expand the cycling network.			
Lead service role for Climate Change Adaptation.			
Leading role for the development of car parking strategy and the delivery of an effective Decriminalised Parking Enforcement operation (£3.5m income pa).			
SERVICE MANAGER – ROADS NETWORK			
Leading role for the discharge of the Council's duties in relation to the Roads (Scotland) Act 1984 in terms of maintaining the adopted road network.			
Leading role for the enforcement and coordination of New Roads & Street Works Act 1991 issues.			

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Council's lead contact for strategic road network liaison with Transport Scotland and the trunk road maintenance operators.				
Leading role for the delivery of operational roads network & traffic management services (£1m pa).				

Type of Protection of Vulnerable Groups Scheme (PVG Scheme) or Disclosure Check required				
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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:

- 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:

- Take Ownership
- Focus on Customers
- Work Together
- Embrace Technology & Information
- Deliver Results