**BCP Council**

**JOB DESCRIPTION**

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| **Service Unit** | **:** | **Environment/Neighbourhood Services** |
| **Post Title** | **:** | **Team Manager – Improvement Works** |
| **Post Ref** | **:** | **2274** |
| **Grade** | **:** | **BCP Council Band K** |
| **Responsible to** | **:** | **Highway Delivery Manager** |

**MAIN PURPOSE**

1. Under the general direction of the Highway Delivery Manager deliver improvement works schemes to support highway, green-space, and external developments, supporting Place Theme strategies and plan in that:

Helping to ensure that Bournemouth, Christchurch and Poole are Cleaner, Greener and Safer for any residents and visitors to the area.

1. Support the Highway Delivery Manager in the leadership of all staff and contractors associated with improvement works to ensure that all services are delivered to meet Council purpose, and funding obligations

**MAIN RESPONSIBILITIES**

1. To lead and direct team members and associated contractors, resources, equipment and plant in the design and delivery of Improvement Works described above, applying principles to deliver purpose
2. To manage the team members through the application of appropriate HR policies including recruitment, appraisals, leave/sickness absence, capability and performance
3. To support all staff within team and ensure that they have the necessary skills to deliver purpose and support the Borough’s Learning Organisation culture.
4. To provide competitive and accurate estimates/quotations for improvement works both small and large scale improvement investments including tendering processes and works estimates with consideration to labour, plant and material costings.
5. To lead the project planning, co-ordination, communication and delivery of approved improvement works projects in conjunction with the project client(s) with an annual average combined value of £5 million.
6. To ensure all work(s) undertaken are done so in accordance with all associated Health & Safety, Highway and other such legal requirements to protect both members of the public, contractors and employees.
7. To use meaningful measures of performance that are robust. Act on these measures to inform service reviews and to meet statutory, non-statutory and management information reporting needs.
8. To ensure that complaints/enquiries allocated to the Team are actioned in a professional, prompt, customer friendly manner within Council guidelines.
9. To represent the Unit on such groups and forums as assigned and to deputise for the Highway Delivery Manager as required.
10. To control, in accordance with Standing Orders and financial regulations, such budgets £ as are allocated to support the Highway Delivery Manager
11. To promote effective communications with colleagues and develop excellent communications with partners and trade unions.
12. To maintain personal expertise at a level of regional recognition and ensure that expertise pertaining to the teams’ operations is available as a Council resource.
13. To make presentations to resident groups, trade and industry and other groups as required.
14. To develop links with other Service Units, outside agencies and organisations and the public with a view to developing co-operative working practices which add value to the Council’s services.
15. To undertake such out of hours work as necessary in accordance with Service Unit and Council policy.
16. To act as a health and safety manager and comply with all decisions, policies and Standing Orders of the Council and any statutory requirements, for example, the Health and Safety at Work Act and Data Protection Act.
17. To participate in staff training and where required, perform the functions and tasks of an authorised officer.
18. To hold and undertake such specific delegations as required by Neighbourhood Services Head of Service and/or Highway Delivery Manager
19. To undertake such other duties as required and which are commensurate with the level of the post.

The Council reserves the right to add, amend or otherwise alter the duties shown in this job description provided that these are commensurate with the status, experience and qualifications of the employee

**MAIN OBJECTIVE:**

To assist the Highway Delivery Manager and partners and be directly responsible for day to day leadership and delivery of Improvement Works projects and initiatives to support Council purpose.

**PERSON SPECIFICATION**

**SERVICE UNIT:** Environment/Neighbourhood Services **POST NO:** 9518

**POST TITLE:** Team Manager – Improvement Works    **GRADE:** Band K

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| **ATTRIBUTES & CRITERIA**   | **ESSENTIAL/ DESIRABLE**   | **METHOD OF ASSESSMENT**   |
| **EXPERIENCE**  * Leading on site construction teams
* Working in political environment in fields related to service delivery
* Experience of Neighbourhood Services, service design, performance management, financial and human resources.
* Civil Engineering
* Dealing with customers, responding to their enquiries and managing their expectations

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| **QUALIFICATIONS / TRAINING**  * Evidence of degree level or equivalent professional qualification or proven experience.
* Additional professional and managerial training.
* Ongoing CPD in subjects relevant to role.

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| **APTITUDES /ABILITIES**  * Strong Technical Project Manager
* Positive attitudes to the Council’s priorities and values and the way it operates.
* Desire to empower and develop employees and to join up service delivery with colleagues and partners.
* Strong commitment to local democracy and the delivery of high quality services.
* Willingness to deal with public accountability, external inspection and public scrutiny.
* A strong commitment to delivering services that meet the demands and requests of the public.
* Ability to manage changing demands and service pressures, resolving issues where appropriate
* Identifies methods of continual improvement and implement new ways of working.
* Takes responsibility, make effective decisions and seek resolutions to issues.
* Motivate and support team members performance
* Demonstrate and expect high standards of honesty and integrity

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| **KNOWLEDGE**  * Knowledge of general construction and highway maintenance activities
* Knowledge of national highway design standards
* Highways Act 1980
* Contract management and law
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| **ATTITUDE / MOTIVATION**  * Team builder – create positive team spirit where team members work together to achieve shared goals.
* Enabler – identifies opportunities for co-operations and interdependency across groups/service units/external bodies.
* Motivator – ability to motivate team members and generate a can-do attitude
* Customer led – understanding what the customers need and taking actions to meet their requirements.
* Systems Thinker – Focusing on the value work to continually improve the service.
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| **OTHER FACTORS**  * A Flexible approach to delivering services
* Innovative – seeks opportunities to experiment and improve
* Analytical – Data led
* Risk aware - not risk adverse willingness to take informed/measured risk
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