

Job Description

Job Title:	Traffic and Development Manager (Level 1)
Strategic Team:	Traffic and Development
Service:	Highways, Fleet and Transport
Business Unit:	SWISCo Limited
Responsible To: (day to day issues)	Head of Highways, Fleet and Transport
Accountable To: (line manager)	Head of Highways, Fleet and Transport
Salary Grade: (Spinal column points only)	Grade K
JE Ref:	SWIS010a (progress into SWIS010)

1. Key Purpose of Job

- 1.1. To be part of the key decision making and be accountable for the delivery of the Traffic and Development service.
- 1.2. To manage the human resource requirement for the Traffic and Development service.
- 1.3. To deliver transformation, ensuring the sustainable delivery of an effective, efficient, and compliant service.
- 1.4. To directly manage all allocated functions within the service area of the Traffic and Development Team.
- 1.5. To work with the Head of Service, Key Partners and stakeholders to achieve planned outcomes on both a long and short-term basis internally and community wide.
- 1.6. To effectively manage allocated budgets that support the needs of the traffic and Development service.
- 1.7. To promote a Health and Safety culture.
- 1.8. To lead by example and secure employee engagement.

2. Anticipated Outcomes of Post

- 2.1. An efficient, effective and professional service that, as a minimum, meets the national and local performance targets and delivers high quality outcomes for Torbay and its residents.
- 2.2. That Torbay's residents receive an efficient and timely service in line with the performance standards set out in the Service Level Agreement with Torbay Council.
- 2.3. To ensure that agreed targets for the provision and quality of the service are met using performance measures, customer feedback and regulatory inspections.
- 2.4. Budgets are managed effectively, cost savings are identified, captured, and reported and that resources are utilised effectively.
- 2.5. Management of staff members is undertaken consistently, with equal opportunity and in line with SWISCo HR policies and procedures.

- 2.6. That SWISCo, the service and Torbay Council are recognised for efficient service delivery in the community.
- 2.7. The service is legally compliant.
- 2.8. Procurement processes are undertaken effectively and in line with statutory requirements.
- 2.9. One team one goal.

3. List Key Duties and accountabilities of the post

- 3.1. Be part of the day-to-day decision-making, alongside the Head of Service where appropriate, for any service specific issues that arise on a daily basis – ensuring smooth and effective delivery of services.
- 3.2. To lead on all employment related matters pertaining to staff including but not limited to management of investigative, conduct, disciplinary and capability issues
- 3.3. To lead on, but supported by the Head of Service, the delivery of service improvements, developing proposals and efficiency that improved performance, including the development of initiatives and policies and strategies, both within Torbay and the wider Southwest region to reduce the number and severity of road collisions.
- 3.4. Alongside the Head of Service, initiate change.
- 3.5. Supported by the Head of Service or other Service Senior Managers, review and develop strategies and policies to align working practices in line with legislation and business needs.
- 3.6. Work with the Head of Service to deliver transformational projects and innovative service solutions.
- 3.7. Making, facilitating, and fostering effective relationships that support a team ethos.
- 3.8. Work with the Head of Service to draft and deliver service specific organisational policy that responds to legislative changes by developing, implementing, and reviewing new policies, procedures and practices, and maintain knowledge and understanding of current and proposed national and regional legislation and guidance relating to the Traffic and Development Service and ensure compliance.
- 3.9. Undertake effective complaint management and provide or ensure the provision of an adequate response to any complaints in accordance with policy and published procedures.
- 3.10. Establish correct levels of delegation and utilise resources efficiently.
- 3.11. Provide such support as may be required in response to Major Emergencies and business recovery.
- 3.12. Actively engage with other Service Managers and team members within the business to ensure a collaborative and seamless integration of service provision to both internal and external customers, including Input to the 'Highways Maintenance Plan' and other documents on behalf of the Highways Asset Management Group with particular responsibility for the Traffic and development control demands.
- 3.13. Ensure key performance indicators and outcomes against the services areas are met and align to the Business Plan supporting and developing strategies to address any issues.

- 3.14. An effective Health and Safety culture is fostered and maintained.
- 3.15. Manage the movement of pedestrians, cyclists and motor vehicles around the Council's highway network in as safe a manner as possible through monitoring of conditions and need, identification of works and production of client briefs as appropriate.
- 3.16. To lead on, but can be supported by the Head of Service if required, the highway issues relating to initiatives, policies and strategies to increase the use of sustainable transport.
- 3.17. Input, with reference to the work of the Development and Traffic Team to the Highways Asset Management Plan.
- 3.18. Manage the process for technical advice in respect of the highway's element of Development Control and in relation to Section 38, 106 and 278 Agreements, to be supported where appropriate.
- 3.19. To provide 'Client Briefs' for Highway Improvement Schemes as part of the Local Transport Plan and input into the design process.
- 3.20. To manage and develop highway traffic control systems including traffic signals, variable message signs and data monitoring systems.
- 3.21. Representing the Highways Management Group on forums, working parties, etc. as required, dealing with matters arising and dispensing advice to Members and the public on related matters.

4. Budgetary / Financial Responsibilities of the post

- 4.1. Be responsible for allocated Revenue and Capital budgets within the service area of an approximate value of £1.5m per year,
- 4.2. Participate in the budget setting process of the business unit and identify efficiency savings and budget pressures.
- 4.3. Effective monitoring and reporting of budgetary information and specifically variation is recognised, and action taken as appropriate
- 4.4. Effective collaboration between services and teams to maximise benefits to the council and the company.

5. Supervision / Line Management Responsibilities of the post

- 5.1. Have direct Line Management of 3 Team Leaders
- 5.2. Have responsibility for a service function of 10 Technical staff and 20-22 School Crossing Patrols.
- 5.3. Undertake regular appraisal of staff performance (using appraisal processes and Competency Framework), prepare service specific training plans and monitor Continuing Professional Development of staff having regard to Health and Safety at work, HR policies, business needs and budget.
- 5.4. Review of training requirements is undertaken, and training provided to ensure that staff are effective in their roles and updated of any changes so that they can perform effectively.
- 5.5. To ensure corporate and consistent process are undertaken and followed.

6. Working Environment & Conditions of the post

- 6.1. Predominantly office environment and conditions 85%.
- 6.2. This role will be required to undertake site visits to highway, development or other relevant external locations as required 15%.
- 6.3. Whilst out on-site visits, the post holder may experience adverse weather conditions and be subject hazards associated from active construction works.

7. Physical Demands of the post

- 7.1. Normal office function requirements for most of the time (85%).
- 7.2. Site visits will be required in areas of highway with live traffic and active construction works (15%).

8. Specific Resources used by the post

- 8.1. IT equipment and the use of mobile technology such as phone and/or iPad
- 8.2. Occasional use of a works vehicle may be available for site visits if required, subject to availability. The post holder may also use their own vehicle for access to site visits in line with SWISCo policy or may use public transport if possible, for which expenses may be claimed

9. Key Contacts and Relationships

9.1. External

Torbay Council departments
Councillors
Nearby District Councils
Suppliers
Contractors
Community engagement/partners/volunteers

9.2. Internal

Operational teams/Service Managers
Finance team
Senior Management Team
Human Resources
Directors and Board of SWISCo

10. Other Duties

- 10.1. To undertake additional duties as required, commensurate with the level of the job.

Other Information

- a) All staff must commit to Equal Opportunities and Anti-Discriminatory Practice.
- b) SWISCo operates a Smoke-Free Policy and the post-holder is prohibited from smoking in any of the SWISCo, or associate company buildings (including Council owned and Council leased buildings, but excluding designated areas in residential schemes), enclosed spaces within the curtilage of buildings, and SWISCo or associated company vehicles.
- c) SWISCo does not permit smoking breaks within work time, however, in services where the flexi-scheme is in operation, employees may take reasonable break times outside of core hours, in accordance with flexi-time arrangements. Employees should follow the flexi-scheme procedure for agreeing time away from their duties in the normal manner with their immediate colleagues and line manager, with break start and finish times being recorded, as with any other break-time arrangement.
- d) The post-holder is expected to familiarise themselves with and adhere to all relevant SWISCo Policies and Procedures.
- e) The post-holder must comply with SWISCo Health and Safety requirements as outlined in the H&S policy appropriate to the role.
- f) This post is based at Aspen Way, Paignton but the post holder may be required to move their base to any other location within the company at a future date.
- g) The post-holder must be committed to the SWISCo Core Values for employees as defined in the employee handbook - Evidence will be sought during the probation and appraisal processes.
- h) If you are required to use your own vehicle on SWISCo business or drive a SWISCo vehicle you will be asked to provide information on any driving endorsements by accessing www.gov.uk/view-driving-licence and providing a code to your Line Manager in order to share your driving licence information with the company.
- g) You will be asked to complete a Criminal Records Self Declaration Form. Criminal convictions will only be taken into account when they are relevant to the post. You will only be asked to disclose 'unspent' convictions
- h) SWISCo is committed to safeguarding and promoting the welfare of children and applicants must be willing to undergo the checks appropriate to the post applied for.

Note for Candidate**All Candidates**

The supporting statement on your application form will be used to assess ability to meet the essential requirements of the role, so you should explain how you meet each of the numbered essential requirements within your supporting statement.

In a competitive situation, the desirable criteria may be taken into consideration, so you are encouraged to show how you also meet each of the desirable criteria.

Candidates who consider that they have a disability

Reasonable adjustments will be made to the job, job requirements or recruitment process for candidates with a disability.

If you consider yourself to have a disability you should indicate this on your application form, providing any information you would like us to take into account with regard to your disability in order to offer a fair selection interview.

Wherever possible and reasonable we will make adjustments and offer alternatives to help you through the application and selection process.

If you have indicated that you have a disability on your application form you will be guaranteed an interview if you clearly demonstrate in your supporting evidence how you broadly meet the essential requirements of the role.

Person Specification

Job Title:	Traffic and Development Manager (Level 1)	Strategic Team	Traffic and Development	Service:	Highways Fleet and Transport	Business Unit:	SWISCo Ltd
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Essential Skills and Effectiveness:	Desirable Skills and Effectiveness:
<ol style="list-style-type: none"> 1. Effective leadership skills in order to lead, manage and motivate, enabling a demonstrable and successful team working ethos that fosters employee engagement. 2. Able to collaborate both internally and externally, to benefit from partnerships, shared learning and best practice. 3. Budget management – able to control operational budgets and deliver efficiencies. 4. Effective Risk Management. 5. Proven ability to work in a time-critical function, managing conflicting priorities effectively. Therefore, able to demonstrate effective time management and prioritisation skills. 6. Self-motivated, productive, dynamic, and innovative. 7. Effective computer literacy skills (MS windows), with a proven ability to analyse complex data with efficient analytical acumen. 8. Demonstrable communication and negotiation skills with an ability to influence using clear and fact-based evidence. 9. Excellent interpersonal skills, which demonstrates an ability to convey information accurately and clearly in a manner 	<ol style="list-style-type: none"> 1. The proven ability to project-manage and deliver change. 2. A track record of budget savings. 3. Understanding of MS Teams and Office 365.

<p>which is clearly understood, including report writing and presentation format.</p> <ol style="list-style-type: none"> 10. Demonstrate confidence and be competent, whilst being trustworthy and transparent when under external and internal scrutiny. 11. Proven problem-solving skills – the ability to identify causes and make objective and informed judgements without reference to others. 12. Evaluative decision-making in an informed concise and balanced way and be confident to make the decision. 13. Able to demonstrate emotional resilience, political awareness and balance. 14. Self-awareness with the ability to recognise own strengths and actively identifying areas for improvement. 15. Proven ability to drive and establish improved standards and performance through implementation of good practice and personal development. 16. Demonstrate high degrees of customer awareness with a commitment to a customer centred approach. 17. Strong commercial acumen. 18. Instils trust and instinctively knows and understands when information needs to be shared, throughout the company. 	
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Essential Knowledge:	Desirable_Knowledge:
<ol style="list-style-type: none"> 19. Strong and effective knowledge of Health & Safety legislation 20. Effective knowledge and understanding of how to manage, including all aspects of people and financial management. 21. Understanding of effective management practices in terms of planning to achieve agreed targets and objectives and providing leadership. 22. Practical knowledge and understanding of legislative and statutory obligations which affects the Highways Traffic and Development service. 	<ol style="list-style-type: none"> 4. Working knowledge of supervisory techniques. 5. Understanding of effective management practices in terms of planning to achieve agreed targets and objectives and providing leadership. 6. Awareness of the commissioning process, including commissioning agreements and SLAs. 7. Knowledge of road collision analysis techniques. 8. Knowledge of Road Safety Audit techniques.

<ul style="list-style-type: none"> 23. Effective working knowledge and understanding of National and Local Transportation direction, guidance and targets. 24. Effective knowledge and understanding of the technical aspects of highways layout and design in accordance with national and local design guidance. 25. Effective knowledge and understanding of the development control process relating to highways and transport. 26. Effective knowledge, understanding of data protection and confidentiality, along with how to respond to Freedom of Information Requests. 27. Effective knowledge and understanding of project management techniques and how to deliver successful outcomes. 28. Awareness of quality control methodologies. 29. Effective knowledge and understanding of HR practices and procedures, to include equal opportunities. 30. Effective knowledge and understanding of how-to performance manage resources to enable successful outcomes. 	<ul style="list-style-type: none"> 9. Knowledge of the process relating to Street works coordination and the issue of permits to work on the highway network. 10. Knowledge of technical aspects relating to traffic systems, such as traffic signals, automated signage and data collection.
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Essential Experience/Achievements:	Desirable Experience/Achievements:
<ul style="list-style-type: none"> 31. Experience of working at a professional level in highways engineering and road safety engineering. 32. Significant experience of delivering management and leadership of a team. 33. Experience of managing multi-disciplinary teams and commissioned services. 34. Experience of working in line with set budgets. 35. Experienced in the delivery and development of systems, policies and procedures that ensure compliance and service improvement. 	<ul style="list-style-type: none"> 11. Experience in a variety of performance management techniques to improve and sustain improvements in highways, traffic or related field. 12. Successful delivery of complex projects. 13. Experienced in the implementation of policies in an environment of changing requirements. 14. A proven track record of implementing innovative and wide-ranging solutions. 15. Financial management and having budget responsibility.

<p>36. Experienced in the implementation of and the undertaking performance monitoring.</p> <p>37. Experience of managing procured support services.</p> <p>38. Experienced in either producing or have supported in the production of business cases in support of capital projects, invest to save or invest to earn projects.</p> <p>39. Experience of problem solving at a senior level to successful outcomes.</p> <p>40. Able to demonstrate in-still trust to staff members at all levels, clients/customers and the general public.</p>	
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Essential Qualifications/Professional Memberships:	Desirable Qualifications/Professional Memberships:
<p>41. Qualified to degree level (or equivalent) in a related discipline.</p> <p>42. Evidence of continued professional development</p> <p>43. Equivalent organisational knowledge and experience of working in a senior highway and/or civil engineering position.</p> <p>44. Working toward a Professional Qualification in Civil Engineering, Highways or Transportation.</p>	<p>16. A recognised management qualification (ILM, CMI, or equivalent).</p> <p>17. Membership of relevant professional body (ICE, CIHT, IHE or equivalent).</p>

<p><u>Essential – Other requirements of the job role</u></p> <ul style="list-style-type: none"> • Ability to carry out the physical requirements of the role (i.e., manual handling, outdoor working) • Ability to travel efficiently around the Bay to carry out duties • Ability to accommodate unsociable hours • Ability to accommodate occasional homeworking
