

TEAM MANAGER ROLE PROFILE (Payband: TM2)

OVERALL JOB PURPOSE

- To provide first line management of on-road/Regional Control Centre (RCC) staff and deliver effective on-road incident management across the network
- To minimise the impact of congestion associated with incidents and events on the network, thereby improving both road safety and journey time reliability for road users.

CONTEXT

- The Traffic Officer Service is responsible for the 24/7, 365 day operation of the strategic road network in England to support the delivery of a safe and reliable network with well informed users.

KEY RESPONSIBILITIES (INCLUDING RESOURCES)

- Effectively manage incidents and events to minimise disruption to the movement of traffic
- Monitor and manage the performance of your team against national, regional and local objectives and key performance measures
- Develop team/individual performance and competence to the required competencies, behaviours, knowledge and personal attributes
- Develop, maintain and promote positive relationships and engagement with the public and key on-road/RCC partners and stakeholders
- Take all reasonable measures to ensure the safety and welfare of staff and fulfil 'duty of care' responsibilities to members of the public, partners and stakeholders
- Contribute to the development and maintenance of delegated operational and business area objectives and key performance measures e.g. resource planning, rota, vehicles, equipment, safety, uniform.

KEY RELATIONSHIPS

Internal

- On-road Traffic Officers and Team Managers
- RCC Operators and Team Managers
- Operations Managers
- RCC Business Support Team e.g. to provide management information
- Staff and managers from other Traffic Officer Service regions
- HR business partners e.g. performance, sickness and disciplinary management and welfare issues

External

- Police forces e.g. during incidents
- Other emergency services
- Managing Agents e.g. when the network or its infrastructure require Incident Support Units (ISU) or specialist assessment to be carried out
- National Traffic Control Centre (NTCC) control room e.g. to request services such as setting of signals
- Local Highways Authorities e.g. when an incident close to their border will impact on traffic flow through their area
- Emergency customer welfare providers e.g. Red Cross
- Recovery and breakdown organisations (AA, RAC etc) e.g. to request service and agree timescales for recovery
- Environment Agency

KEY WORK OBJECTIVES

Incident Management

- Effectively manage incidents and events (in line with the Standard Incident Management Framework) using The Highways Agency (HA) and HA-led resources and equipment to minimise disruption to the movement of traffic
- Provide information to contribute to network intelligence and network performance improvements.

Safety and Welfare

- Take all reasonable measures to ensure staff operate safely and in compliance with organisational procedures, health and safety legislation and HA guidelines
- Take all reasonable measures to ensure the welfare of staff and fulfil 'duty of care' responsibilities to members of the public, partners and stakeholders.

People Management

- Manage team/individual performance to required standards in line with the Traffic Officer Service performance appraisal and development system. Where appropriate, apply the HA's policies and procedures on performance and personal conduct including disciplinary, whistle blowing, grievance and sickness/absence
- Develop team/individual performance and competence to the required competencies, behaviours, knowledge and personal attributes.

Leadership

- Build and sustain team members' motivation and commitment through visible and effective leadership, thereby contributing to good performance and staff retention
- Maintain your own demonstrable, credible awareness of on and off-road activities, developments and procedural updates.

Customers Service / Stakeholder Relationships

- Develop, maintain and promote positive relationships and engagement with the public and key on-road/RCC partners and stakeholders.

Reliability

- Contribute to the development of best practice locally, regionally and nationally; ensure best practice is embedded in own team.

Business/Operational Development

- Contribute to initiatives to improve business/operational standards and performance.

KEY SKILLS AND COMPETENCES

- Communicating and Marketing (Level 3)
- Leadership (Level 2)
- Safety (Level 3)
- Incident Management (Level 2)
- Customer Service (Level 3)
- Organisational Performance Management (Level 2)

KEY BEHAVIOURS, KNOWLEDGE AND SKILLS

- Prioritise and make best use of available resources
- Challenge unacceptable behaviours and create a climate where people can speak openly
- Ensure the team understands and meets the agreed customer service standards
- Monitor how individuals are doing against targets
- Demonstrate to others a positive attitude to change
- Build relationship with people outside the team to get the work done
- Coach and develops team, individually and collectively
- Take responsibility for own actions and those of the team
- Create frequent opportunities for hot debriefs as soon as possible after an incident; ensures debriefs are a positive experience
- Continuously reinforce the team's safety responsibilities to themselves and others
- Maintain a network wide perspective when dealing with a specific incident
- Make timely, consistent and impartial decisions
- Give clear directions and messages in an effective manner.

ELIGIBILITY CRITERIA

- 2 years' operational customer-focused experience

OR

- 1 years' experience at a supervisory level with experience of handling customer grievance and complaints procedures, and a minimum of 5 GCSEs or equivalent at grade C or above.

AND

- Have held a valid driving licence for 2 years with no more than 3 points on your licence (at the time of sending in your application)
- Experience of motorway driving

Note: Applicants from Highways Agency staff who are currently employed in an on-road safety critical role within the Traffic Officer Service are exempt from the '3 points' rule.

