**Manchester City Council**

**Role Profile**

**Team Leader,**

**Development Control**

**Grade 10**

**Highways Service, Neighbourhoods Directorate**

**Reports to: Development Control and Flood Risk Management Lead**

**Job Family: Technical**

**Key Role Descriptors:**

The role holder will have lead accountability across a significant or specialist area for the delivery of a range of major technical projects, corporate initiatives and work packages.

As a subject matter expert, the roleholder will oversee the design, development and implementation of innovative frameworks which enable the operation of effective technical services and support their contribution to the achievement of strategic and operational objectives.

**Key Role Accountabilities:**

Provide a lead technical consultancy function for the assigned service area, ensuring that complex and innovative technical solutions are delivered in line with customer and legislative requirements. Dependent on the service area, this may include software / information technology support, engineering, surveying, curating or other specialist functions.

Drive the effective delivery of work packages to ensure service objectives are achieved, to support the effective decision making processes of the Council and to enable it to meet its legal obligations and strategic objectives.

Play a key role in the review and development of organisational strategies, ensuring that key performance indicators are met. Provide effective operational and strategic support to the authority’s corporate approach to external regulatory / inspection and internal governance processes.

Foster successful relationships and secure stakeholder commitment through strong and effective negotiation to ensure work packages are delivered effectively and to customer requirements and agreed objectives.

Effectively commission work packages both within the assigned service area and from other service areas / organisations in order to provide a holistic approach to advice and ensure that all factors are accounted for in the decision making processes of the organisation, including consideration of Public Service Reform principles.

A strong and clear advocate for the organisation’s ***m people*** approach.

Roles at this level may be required to manage a range of assigned resources, which may be human, financial or other, to ensure continuous improvement in service delivery. Staff management duties may be either through direct line management of a team (including appraisals, performance management and other duties) or through matrix management of a virtual team of officers.

Dependent on the service area, the roleholder may be required to work on a rota basis including out of hours as required to meet customer demand.

Demonstrate a personal commitment to continuous self development and service improvement.

Through personal example, open commitment and clear action, ensure diversity is positively valued, resulting in equal access and treatment in employment, service delivery and communications.

**Where the role holder is disabled, every effort will be made to supply all necessary aids, adaptations or equipment to allow them to carry out all the duties of the role. If, however, a certain task proves to be unachievable, job redesign will be fully considered.**

**Role Portfolio:**

The Highways Service is responsible for the leadership, management and delivery of all Highway related activities and functions that are involved in both management and improvement of the Highways network across Manchester. The scale and ambition of the work planned in the city over the next few years, to deliver both the [Greater Manchester Transport Strategy 2040](https://www.tfgm.com/2040) and National Transport Strategies, is huge. It will provide excellent opportunities for career development to the full range of professionals who support our schemes, across the full range of professional disciplines

The service is under the leadership of the Director of Highways who is supported by three senior managers, and thematic business areas as below:

***Highways Development*** is responsible for working with internal and external partners to identify and develop the strategic pipeline of projects over the next 5 to 10 years in alignment with the City’s plans and aspirations for growth. This includes the Development Control and Flood Risk Management teams, allowing for strategic alignment of infrastructure changes across the capital programme and development.

***Network Management*** - responsible for Asset Management, acts as the Highway Authority, keeping the city moving and maintenance of the highway and contract management via the following functions - Client Officer and Policy Development, Development Control, Traffic and Road Safety Inspections, Maintenance and Contract Management and Maintenance.

***Design, Commissioning & Programme Management Office*** (PMO) is responsible for the design and delivery of major projects (circa £150m over 5 years) and sustainable projects, this includes direct delivery and contract management of the supply chain. This includes planning, delivery and governance of the planned maintenance programme. The PMO will be responsible for the production, management and maintenance of project reporting (and documentation) to provide assurance around programme and project delivery.

**The Purpose of the Role**

* The role holder will lead the Development Control team – managing the team and its workflow. The post holder will be responsible for representing Development Control objectives within the Highways Service, more broadly with colleagues across the organisation and with external partners such as Transport for Greater Manchester.
* The role holder is responsible for the management of the Development Control Team and function, with accountability for management and delivery of the work programme. The post holder will act as a technical point of reference for the team and colleagues within and outside of the wider Highways Service. The post holder will work closely with colleagues in planning and strategic development, encouraging strategic relationships and connections to ensure input at concept of minor and major growth developments across the city. Using our combined local knowledge and technical guidance to feed into new development e.g. new or expanding schools, community developments, new housing estates and local amenities, providing support and advice on any issues. The post holder will represent the Council in respect of Development Control and will be responsible for the successful resolution of escalated issues.

**Responsibilities of the role include:**

* Leadership and management of the Development Control Team – people, resources and work programme delivery.
* Motivate the Development Control team to ensure effective performance is delivered and to support the personal development of the team.
* Promote continuous improvement and innovation across the Development Control team to ensure that work is conducted in a manner that takes into consideration wider stakeholders, political nuance and the long-term strategic aims of the Council.
* Act as a technical mentor to the team and point of reference for colleagues across Highways and the wider Council.
* Accountability of the production of quality technical responses to planning submissions, reports, drawings and specifications for the infrastructure associated with projects
* Stakeholder management, influence and negotiation with both private and public clients and external stakeholders, including developers, managing relationships, providing advice and feedback on development proposals.
* Quality assurance – undertaking reviews of design information and reports.

* Assess applications associated with highway Development Control processes under the relevant legislation along with previous experience of checking developers planning documentation.
* Partnership working on planning policies and procedures for Technical Guidance including Development Control.
* Assess planning applications and providing highway related comments on how a new development may impact the existing highway network e.g., visibility, parking, traffic flows, required Traffic Regulation Orders, servicing, general access and the safety of motorists and pedestrians.
* Foster and develop close working relationships with Planning officers and key stakeholders including TfGM.
* Represent the service at Planning Committee and manage stakeholder relationships with Executive and Ward Members.
* Resource planning and budget management to ensure an efficient and cost-effective service delivery.
* Plan and manage own CPD to ensure continuing development of professional skills, and awareness and understanding of industry best practices.

**Key Behaviours, Skills and Technical Requirements**

**Our Manchester Behaviours**

* We are proud and passionate about Manchester
* We take time to listen and understand
* We ‘own it’ and we’re not afraid to try new things
* We work together and trust each other
* We show that we value our differences and treat people fairly

**Generic Skills**

* **Communication Skills:**  Is able to effectively transfer key and complex information to all levels of staff, adapting the style of communication as necessary and ensuring that this information is understood.
* Ability to motivate others through building effective relationships and gaining their full support for achieving outcomes.
* **Analytical Skills:** Skills to analyse a wide range of data and other sources of information to break them down into component parts, patterns and relationships; probes for further understanding of problems and makes rational judgements from the available information and analysis demonstrating and understanding of how one issue may be part of a much larger system/issue.
* Provides creative solutions to problems and whilst considering policy and procedure is also confident in adopting (and justifying) novel or non-standard approaches.
* **Planning & Organising:** Excellent time management skills to ensure work of team/service completed within deadlines and to agreed standards.
* Sets clearly defined objectives, plans activities and projects well in advance and takes account of changing circumstances; identifies and organises resources and manages time effectively monitoring performance against milestones and deadlines.
* **Problem Solving & Decision Making:** Ability to react to immediate problems of a highly complex nature with associated risk factors and deliver pragmatic solutions sometimes under extreme pressure.
* **Creative Skills:** Ability to think creatively to proactively potential future scenario’s and to develop a range of creative solutions that meet the strategic needs of the business and are new and original.
* **Financial Management:** Ability to design and implement governance and financial management frameworks within a complex organisation, and strategies for the efficient mitigation and management of business and financial risks.
* **People Management:** Effective development, management and motivation of staff within service area, providing leadership and planning for the work of a service based function or Council wide team. Establishes clear targets and monitors progress to ensure continuous improvement in service delivery.

**Technical Requirements (Role Specific)**

* Significant experience of working within a highway or construction environment - with a background in Development Control and technical assessment of planning applications
* Must hold a minimum of a HNC / HND in Engineering or another relevant subject, and have significant experience in Highways / Construction.