

Job Description

Highways Construction and Maintenance Team Lead (New Works and Delivery)

Reference: 3399

Date: May 2026

Job Family:	Transport and Neighbourhood Management/ Highways and Transport Operations
Level:	2
Band:	7
Career Track:	Professional/Technical/Supervisory

Job Purpose

To manage the day-to-day manufacture, installation and delivery of compliant traffic signage, ensuring all work meets statutory requirements, quality standards and agreed programmes. The role is responsible for the effective coordination of resources, financial control and maintaining service performance, while ensuring safe systems of work are consistently applied. It also supports the sustainability and growth of the Sign Service through maintaining and developing the client base and increasing service turnover. The post ensures delivery meets the needs of the County Council and both internal and external clients, maintaining high standards of service provision.

Service Purpose

The Highways Service plans, maintains and improves Northumberland's highway and transport network to support safe, efficient travel and a resilient local economy. The service safeguards the highway asset, meets statutory duties, and delivers transport, asset management and Flood and Coastal Erosion Risk Management (FCERM) functions to manage risk, improve resilience and protect communities. Through effective investment planning, partnership working and customer-focused delivery, the service provides value for money while minimising disruption across a large, predominantly rural county.

Duties and Responsibilities

Operational Service Delivery

- Manage the end-to-end manufacture and installation of traffic signs to TSR&GD 2016 standards, ensuring delivery to agreed programmes, budgets and deadlines.
- Ensure service delivery aligns with organisational policies, procedures and financial frameworks, coordinating activities across manufacturing and installation functions.
- Coordinate workforce, subcontractors, materials and resources to ensure efficient service delivery and fulfilment of client requirements.
- Undertake other duties appropriate to the nature and grade of the post as required.

People Management & Workforce Development

- Provide first-line management of the Sign Service workforce, including supervision, performance management, absence monitoring and approval of leave.
- Identify training needs, deliver workforce training (e.g. toolbox talks) and ensure completion of all statutory and mandatory training.

Compliance, Standards & Health & Safety

- Maintain compliance with all relevant legislation, standards and accreditation requirements, including NHSS9A and quality management systems.
- Promote and enforce safe systems of work, ensuring compliance with Health & Safety and environmental legislation and best practice.

Financial & Resource Management

- Monitor budgets, manage the general ledger and support procurement activity to achieve best value in line with regulations.

Performance & Continuous Improvement

- Establish and monitor performance standards, supporting service planning and driving continuous improvement.

Stakeholder & Service Development

- Develop and maintain effective relationships with clients, suppliers, subcontractors, elected members and internal services, supporting service growth and customer satisfaction.
- Contribute to the growth of the service by supporting client development and maintaining a strong order book.

Person Specification

Professional and Technical Requirements

Qualifications

Hold a relevant technical qualification (HNC or equivalent) and a Level 4 (or equivalent) qualification in supervisory management.

Knowledge, Skills and Experience

- Demonstrate sound literacy and numeracy, supported by a general standard of education.
- Possess detailed technical, legal and commercial knowledge relevant to sign installation and associated operational practices.
- Maintain an understanding of public sector operations, including working knowledge of local authority structures and processes.
- Understand commercial practices and market conditions, including awareness of private sector approaches.
- Evidence supervisory or management experience within a comparable operational environment.
- Demonstrate experience of managing operational delivery and staff across service functions.
- Apply effective planning and organisational skills to manage workloads and operational activities.

- Demonstrate experience of budget management and financial control within a service environment.
- Apply commercial awareness in managing resources and service delivery activities.
- Possess detailed practical experience and knowledge of all aspects of sign installation.

Core Competency Requirements

- **Communication:** Tailors communication to audience and context. Uses listening and questioning techniques to clarify complex issues and support team understanding.
- **Collaboration:** Coordinates with colleagues and partners to deliver shared goals and improve service outcomes.
- **Service Delivery:** Identifies and resolves service issues, improves processes, and ensures policy alignment. Promotes efficiency and avoids waste through practical improvements.
- **Decision-Making:** Uses evidence and judgement to resolve issues and improve delivery.
- **Digital & Data Literacy:** Interprets data to improve services. Applies knowledge of digital risks and ethical data use. Uses basic analytical techniques to support decision making.
- **Adaptability:** Adjusts approach responsively to evolving needs and priorities. Identifies opportunities for continuous improvement and supports others through change.
- **Problem-Solving:** Analyses problems and applies knowledge to develop practical solutions and suggest improvements.
- **Community & Customer Focus:** Engages with service users and customers to improve delivery, ensure accessibility, and reflect diverse needs.
- **Leadership:** Supervises day-to-day activity and supports team development. Coordinates tasks and resources to meet the needs of the service

Strengths

- **Analytical:** You seek and analyse information to inform your decisions, based on the best available evidence.
- **Disciplined:** You follow processes, operating well within set standards, rules and guidelines.
- **Efficient:** You convert resources into results in the most efficient and cost effective way.
- **Organiser:** You make plans and are well prepared. You seek to maximise time and productivity.
- **Precise:** You concentrate on detail and make sure everything is accurate and error free.

Desirable

- Any other professional or management qualifications that may be relevant to the role.
- Experience of co-operative work with both the public and private sectors.
- Experience of managing an organisation with ISO9001:2015.