

Northumberland County Council
JOB DESCRIPTION

Post Title: Street Lighting Operations Manager	Director/Service/Sector: Local services, Highways and Neighbourhood Services		Office Use
Band: 8	Workplace: Stakeford Depot		JE ref: 2389 HRMS ref:
Responsible to: Street Lighting and Electrical Manager	Date: March 2012	Manager Lever:	
Job Purpose: To co-ordinate the street lighting resources and manage projects in order to meet the requirements of the County Council and other clients			
Resources	Staff	1no Senior Team Leader and 27no operational staff	
	Finance	Substantial involvement and day-to-day responsibility for co-ordination of capital and revenue street lighting budgets of circa £2M. Responsibility for delivering schemes and works programmes within budget.	
	Physical	Active involvement in control of area programme of all street lighting based works, maintain records of workforce personal data, authorise payments to contractors, outside bodies & requests for plant, equipment & materials etc.	
	Clients	Managers of internal departments of NCC, external clients e.g. Statutory Undertakers, Private Sector organisations, elected members, members of the Public	
Duties and key result areas:			
<ul style="list-style-type: none"> ● Act as first line manager for all Countywide street lighting operations activities ● Responsible for programming, resources and all other issues relating to Countywide street lighting operations ● Ensuring that street lighting emergency responses and works programmes are delivered to agreed stakeholder requirements ● Ensure the cost effective delivery of street lighting works to the satisfaction of the client or customer within agreed County Council frameworks through policy and financial protocols ● Ensure compliance to quality standards and performance indicators whilst ensuring that all prevailing legislation and best professional practices are reflected in the standards and values of the service delivery ● Promote good customer relationships throughout the service delivery, liaise and arbitrate with elected members, clients and sub-contractors, support services and other directorates of the County Council ● Represent the interests of the County Council at public meetings, district or parish council meeting, public enquiries etc. ● Manage health and safety, quality and environmental systems for street lighting operations and promote and maintain procedures and safe systems of working to comply with Health and Safety and employment legislation including CDM regulations ● Contribute to the development and maintenance of the Departmental quality, environmental and health and safety systems. Embrace the concept of customer care and the principles of ASLEC membership. ● Co-ordinate all HR issues for the street lighting workforce including training, remuneration etc. and take responsibility for street lighting workforce issues ● Liaise and advise with the quantity surveying team with respect to tenders and external work ● Any other duties appropriate to the nature, level and grade of the post 			
The duties and responsibilities highlighted in this Job Description are indicative and may vary over time. Post holders are expected to undertake other duties and responsibilities relevant to the nature, level and extent of the post and the grade has been established on this basis.			
Work Arrangements			
Transport requirements:	Involves travel to sites, Court, Area Committee/Parish Council meetings, various Management meetings etc. throughout the County & on occasion beyond.		
Working patterns:	Flexible working arrangements with the requirement to work outside of normal office hours as required. Standby or callout arrangements will apply & it will be necessary to cover emergency situations.		

Working conditions:	Based at Main Area Depot but with frequent need to work outside in all weather conditions, sometimes dangerous situations in traffic or on construction works sites. Exposure to unpleasant site conditions & difficult situations involving customer complaints & disputes.
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Essential	Desirable	Asses s by
Knowledge and Qualifications		
<ul style="list-style-type: none"> ● HNC, NVQ level 5 or equivalent, and possess or be working towards a relevant professional qualification ● In depth knowledge of the ASLEC street lighting competency scheme ● Possession of or working towards ASLEC Authorising Officer or Qualified Supervisor status ● An understanding of the key Health & Safety issues relating to the electrical industry and street lighting in particular ● Adequate knowledge of current Laws & Regulations, Policies, Procedures & Developments ● Demonstrate an awareness & commitment to proactive customer care & services 	<ul style="list-style-type: none"> ● ASLEC Authorising Officer or Qualified Supervisor status ● Relevant professional qualification (e.g. MICE, RICS, IHT) ● Recognised management qualification or training (e.g. DMS, MBA etc.) or equivalent to a Level 5 qualification 	
Experience		
<ul style="list-style-type: none"> ● Experience of management in a comparable large technical organisation ● Successful track record of leading a multi- disciplined team and of implementing change ● Experience of operating trading accounts in a competitive environment ● Experience of leading negotiations with clients, staff, trade unions and other authorities ● Experience of multiple project management ● Working knowledge of the organisation of the County Council and Statutory responsibilities ● A detailed knowledge of the technical professional, legal and commercial issues ● Knowledge of construction and commercial practices in the private sector 	<ul style="list-style-type: none"> ● Experience of providing construction services ● Experience of co-operative working ● Detailed knowledge and understanding of the issues facing contracting organisations 	
Skills and competencies		
<ul style="list-style-type: none"> ● Good management, communication, presentation and negotiation skills ● An objective and rational approach to problem solving and decision making ● Good interpersonal skills with the ability to build and lead effective teams, motivational and communication skills ● Commercially aware ● Self- motivated, adaptable and resourceful ● Effective planning and organisational skills ● Good at problem solving and able to work with minimal supervision 	<ul style="list-style-type: none"> ● Good marketing and promotional skills 	
Physical, mental and emotional demands		

<ul style="list-style-type: none"> • Ability to remain calm & professional when dealing with emotive issues concerning street lighting schemes & explaining the councils legal position & responsibility. Ability to deal with frequent interruptions & prioritise from conflicting demands. • Ability to lead & motivate a team & individuals. • Be self- motivated, adaptable & resourceful. • Requirement to remain alert for traffic & other potential hazards both when on Public Highway & on various sites. • Able to maintain general awareness for safe working conditions with some periods of concentration as well as lengthy periods of enhanced concentration. • Ability to sustain high levels of customer service whilst under pressure of conflicting priorities. • Extensive contact with public/clients in dispute/negotiations. • Emotional demands frequently dealing with aggressive, distressed, angry or upset persons in connection with street lighting activities or with persons making official complaints about a Council service or the conduct of staff or contractors. 		
Other		
<ul style="list-style-type: none"> • Possession of a full driving licence - Category B. • Willingness to work outside of normal office hours including weekends • Ability to work without direct supervision 		

Key to assessment methods; (a) application form, (i) interview, (r) references, (t) ability tests (q) personality questionnaire (g) assessed group work, (p) presentation, (o) others e.g. case studies/visits