

## Job Profile comprising Job Description and Person Specification

### Job Description

<b>Job Title:</b> Sign Shop Supervisor	<b>Grade:</b> SO2
<b>Section:</b> Highways Sign Shop	<b>Directorate:</b> Environment and Community Services
<b>Responsible to following manager:</b> Sign Shop Manager	<b>Responsible for following staff:</b> Sign Shop Technicians
<b>Post Number/s:</b>	<b>Last review date:</b> April 2016

#### Working for the Richmond/Wandsworth Shared Staffing Arrangement

This role is employed under the Shared Staffing Arrangement between Richmond and Wandsworth Councils. The overall purpose of the Shared Staffing Arrangement is to provide the highest quality of service at the lowest attainable cost.

Staff are expected to deliver high quality and responsive services wherever they are based, as well as having the ability to adapt to sometimes differing processes and expectations.

The Shared Staffing Arrangement aims to be at the forefront of innovation in local government and the organisation will invest in the development of its staff and ensure the opportunities for progression that only a large organisation can provide.

#### Job Purpose:

Responsible to the Sign Shop Manager and assisting in day-to-day management of the Sign Shop ensuring all signs are produced using correct materials and in line with the traffic signs regulations 2002 and other related traffic requests to specification.

#### Specific Duties and Responsibilities:

1. The role is one of providing a strong framework to ensure all aspects of the Sign Shop is supervised in a way that it provides for a cost effective, efficient and high performing service to clients, the general public and is an integral part for delivery services to all council directorates which includes advising on particular products and legislation.

#### Special duties include

2. Producing signs using correct materials and in line with the traffic signs regulations and general directions 2002.
3. The fabrication of signs and installation in accordance with ISO 9001 & CE Marking and contributing towards a strong and highly valued Sign Shop Service.
4. Supervision and direction of 4 x Sign Shop staff and others when required in the fabrication and installation of signs and motivating and developing staff to achieve high and effective standards of service
5. Issuing drawings and plans to install signs/schemes to specification and in line with the Richmond's QA standards and practices.
6. Work closely with the Street Environment (Inspection and Enforcement Team and Network Teams), Traffic & Engineering, Planning and Transport, Parking and any other sections to help identify and solve particular street environment issues.
7. Prioritising works orders to agreed SLA's, use of correct materials, ordering of materials, stock control of materials and records in accordance with ISO 9001.
8. To maintain an up to date awareness of technical legislation issues pertaining to standard BS128991.
9. Assist in representing LBRT at LASMA and keep up to date on changes to TSRGD. To maintain an up to date awareness of technical legislation issues pertaining to standard BS128991.
10. Be responsible for the correct processing, costing and administration of sign shop works orders using schedule of rates and inputting hours worked.

#### **Generic Duties and Responsibilities**

- To contribute to the continuous improvement of the services of the Boroughs of Wandsworth and Richmond.
- To comply with relevant Codes of Practice, including the Code of Conduct and policies concerning data protection and health and safety.
- To adhere to security controls and requirements as mandated by the SSA's policies, procedures and local risk assessments to maintain confidentiality, integrity, availability and legal compliance of information and systems
- To promote equality, diversity, and inclusion, maintaining an awareness of the equality and diversity protocol/policy and working to create and maintain a safe, supportive and

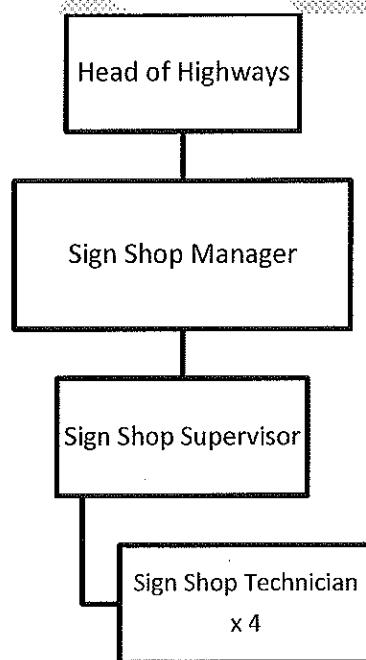
welcoming environment where all people are treated with dignity and their identity and culture are valued and respected.

- To understand both Councils' duties and responsibilities for safeguarding children, young people and adults as they apply to the role within the council.
- The Shared Staffing Arrangement will keep its structures under continual review and as a result the post holder should expect to carry out any other reasonable duties within the overall function, commensurate with the level of the post.

### Additional Information

11. Undertaking the standby scheme for the winter service on a rota basis and some staff will be required to participate in the Emergency Out of Hours Standby Service (including depot emergency cover and any additional out of hour's service that is required). Should be prepared to respond to the Councils major Emergency Plan when required. E.g. sand bagging, storm damage etc.

### Current team structure



## Person Specification

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### Our Values and Behaviours<sup>6</sup>

The values and behaviours we seek from our staff draw on the high standards of the two boroughs, and we prize these qualities in particular –

- taking responsibility and being accountable for achieving the best possible outcomes – a 'can do' attitude to work
- continuously seeking better value for money and improved outcomes at lower cost
- focussing on residents and service users, and ensuring they receive the highest standards of service provision.
- taking a team approach that values collaboration and partnership working

<b>Person Specification Requirements</b>	<b>Assessed by A &amp; I/ T/ C (see below for explanation)</b>
<b>Knowledge</b>	
Knowledge of Sign Lab 5 & software and other relevant software and it's applications in the manufacture of signs	A&I
Up to date knowledge and understanding of the traffic signs regulations and general directions 2002.	A&I/T
Preparing and installing signing, lighting and guarding in compliance with the Safety at Street Works and Road Works code of practice (Red Book)	A&I
<b>Experience</b>	
Ability to use Sign Lab 5 or similar software and other relevant software and it's applications in the manufacture and design of signs	A&I/T
An understanding of the control, processes and procedures in relation to ISO 9001 and CE marking.	A&I

<sup>6</sup> These values and behaviours will be developed further as the SSA becomes established.

Supervision of a sign shop in the delivery, efficiency and performance whilst continually enhancing turnover profits	A&I
<b>Skills</b>	
The ability to make decisions based on the knowledge of signage and legislation and to the correct specification in line with traffic signs regulations and general directions 2002.	A&I
Managing, motivating and developing staff to achieve high performance and effective standards of service and customer satisfaction.	A&I
Have the ability to assign and prioritise work loads of all related sign shop activities including fabrication and installation	A&I
Able to communicate both orally and in writing with staff, members of the public and contractors.	A&I
The technical ability to design using software that's used in the sign shop making industry proficiently and accurately.	A&I
Ensure all necessary actions to manage production costs and improve profitability	A&I
<b>Qualifications</b>	
Level 2 NVQ in Sign making.	A/C
New Roads & Street Works qualification 'all units@ or obtain within 6 months.	A&I/C
City and Guilds Level 2 Winter maintenance Operations award or obtain within 6 months.	A&I/C
Full Drivers licence and HGV licence.	A/C
Forklift Truck, Tele-Handler and/or loading shovel operator's licence or certificate of competency.	A&I/C
Lantra 12D T1 & T2 & T7 or obtain within 6 months.	A&I/C

**A – Application form**

**I – Interview**

**T – Test**

**C - Certificate**