**INFORMATION PACK FOR APPLICANTS**

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**1. AdVERtisement**

**VACANCY Performance Manager**

**SALARY £36,328 - £43,923 – B3**

**STATUS Full Time (37 hours)**

**LOCATION Edinburgh**

The Scottish Road Works Commissioner (SRWC) is an independent public official whose role was established under section 16 of the Transport (Scotland) Act 2005. The SRWC is accountable to Scottish Ministers and ultimately the Scottish Parliament.

The Scottish Road Works Commissioner’s aim is to improve the planning, coordination and quality of road works throughout Scotland.

The SRWC is currently seeking to recruit a Performance Manager to join his team in Edinburgh.

This is an exciting opportunity for an enthusiastic, self-motivated individual to work in a fast paced environment with a growing, progressive organisation.

As a Performance Manger your key functions will include the management of indicators and statistical information, working with the Road Works community to improve performance and the drafting of annual and interim reviews.

You must be able to demonstrate experience of the following specific duties:

* Demonstrate ongoing use of relevant performance improvement tools and techniques
* Use evidence to assess, measure and evaluate performance and monitor targets
* Engage with a wide range of stakeholders including road authorities, statutory undertakers and members of the public
* Produce concise, clear, well-structured written work for inclusion in the Commissioner’s Annual report and Annual reports to the road works community.

The successful candidate must be educated to degree level or have substantial relevant experience and be able to evidence their abilities to meet the essential requirements for the post.

The SRWC offers competitive pension and benefits and operates flexible working arrangements.

The position is based in Edinburgh and the successful candidate must undergo vetting and Security Clearance prior to appointment.

The SRWC is an equal opportunities employer and is committed to promoting a diverse workforce, with an emphasis on the SRWC Values of integrity, impartiality and respect. We therefore encourage applications from all members of the community. We are committed to the Disability Confident Initiative and offer a guaranteed interview to any applicant who considers themselves to be disabled and who meets the competency requirements for the post.

**How to Apply**

The candidate Information Pack/application form is available from:

[Working for Us | Scottish Road Works Commissioner](https://roadworks.scot/what-we-do/working-us)

Email: applications@srwc.gsi.gov.uk

Telephone: 0131 244 9936

The closing date for applications is Friday, 21 December 2018

Due to the festive period the short listing will take place in January 2019. Successful applicants will be contacted with an interview date in due course.

Applicants who have not been contacted by the beginning of February 2019 should assume they have been unsuccessful on this occasion.

**Only completed application forms will be considered**

**Please do not substitute your Curriculum Vitae for a completed form since this will not be considered.**

**2. Background to the scottish road works commissioner**

The role of the Scottish Road Works Commissioner is a ministerial appointment, established in 2005 under the Transport (Scotland) Act 2005. The general functions of the Act are to:

* Monitor the carrying out of road works in Scotland
* Promote compliance with the New Roads and Street Works Act 1991
* Promote the pursuit of good practice

The Commissioner monitors performance, promotes and encourages good practice across utility companies and road authorities. The monitoring is at a strategic level and is related to how well the works are being planned and coordinated.

The current commissioner is Angus Carmichael who is supported by a team of staff based in Edinburgh.

**3**. **ORGANISATIONAL STRUCTURE**

**4. The ROLE and specific duties**

As a Performance Manager you will provide support to the Scottish Road Works Commissioner, encompassing a variety of tasks which require excellent communication skills, to be able to work effectively in a team and demonstrate integrity.

**You will be required to:**

* Develop and issue Performance Indicator Reports to road works community, ensuring the timely and accurate collation, analysis and distribution of performance data.
* Provide information and assist the Commissioner in the development of their Annual Report.
* Produce various statistical reports using a bespoke system.
* Develop and maintain content for SRWC website.
* Organise and lead Performance meetings and events.
* Deliver engaging Presentations to the road works community, targeting audience needs.
* Develop, maintain, verify and evaluate existing Records Management System (eRDM)
* Undertake any other tasks as directed by the Commissioner in line with the pursuance of SRWC objectives.

**5. COMPETENCIES**

* Ability to communicate fluently, clearly and concisely both orally and in writing
* Ability to demonstrate a capacity and willingness to learn and improve
* Ability to prioritise, self-manage and deliver within timescales
* Ability to work effectively in a team environment
* Ability to maintain confidentiality in relation to all SRWC business
* Ability to work effectively with internal and external stakeholders
* Ability to carry out all tasks allocated to you to the highest standard

**6. PERSON SPECIFICATION**

|  |  |  |
| --- | --- | --- |
|  | **Essential** | **Desirable** |
| **Qualifications** | | |
| * Educated to Degree level in a relevant subject | **✓** |  |
| * Project Management Qualification |  | **✓** |
| **Experience** | | |
| * Performance and quality management experience | **✓** |  |
| * Experience of driving business performance against agreed targets. Experience of ensuring timescales are met with high volumes of casework and that issues are managed appropriately as they arise. | **✓** |  |
| * Experience in managing, analysing and assessing data and developing Key Performance Indicators. | **✓** |  |
| * Experience of design and developing of records management systems (eRDM) |  | **✓** |
| * Maintaining and developing website |  | **✓** |
| * Experience of operating in a regulatory environment |  | **✓** |
| * Confident in delivering engaging presentation to stakeholders | **✓** |  |
| **Skills & Knowledge** | | |
| * Excellent oral and written communication skills with ability to contribute to the SRWC annual report and provide annual and interim performance reports to stakeholders | **✓** |  |
| * Excellent customer service and interpersonal skills with the ability to deal effectively with sensitive or difficult situations | **✓** |  |
| * Excellent organisational and self-management skills with ability to prioritise tasks and work to tight deadlines | **✓** |  |
| * Excellent word processing and audio/copy typing skills being fully proficient with Microsoft Office, particularly Word, Excel, Outlook, Visio and PowerPoint | **✓** |  |
| * Good problem solving skills | **✓** |  |
| * Excellent attention to detail with high level of accuracy in all work | **✓** |  |
| * Team player who can also work on own initiative and under pressure to achieve positive results | **✓** |  |
| * Knowledge of Road Works Legislation (New Roads and Street Works Act 1991, Roads (Scotland) Act 1984 and Transport (Scotland) Act 2005 |  | **✓** |

**7. Information about the selection process**

**(a) Application process**

In addition to this information pack you should have an application form.

Before competing and submitting your application form, you should give due consideration to the following:

**Experience of Specific Duties required** – can you demonstrate experience in the specific duties outlined above?

**Competency based evidence** – are you familiar with what is being sought at the application stage and what will be sought at interview through the use of competency based questions and how you should evidence this?

**Qualifications, Skills, Knowledge and Experience required** – do you meet the skills, knowledge and experience requirements outlined in the Person Specification?

Please ensure that you complete all sections of the job application form and that you return it by the date specified. We will be unable to consider your application if all sections are not fully completed.

Your application is very important as it is the key document which will determine whether or not you will proceed through the first assessment stage to interview and ultimately to appointment. You must therefore demonstrate clearly the evidence required in your application form on how you meet the relevant published skills, knowledge and experience shown in the person specification. Please read the person specification in conjunction with the Job Description and background note.

**Please do not substitute your Curriculum Vitae for a completed form or attach your CV with your application as it will not be considered and your application form may be rejected.**

A good application should be structured to ensure that it flows in a clear and/or logical way. You should provide evidence and examples to ensure that it is clear to the selection panel the actions you took, the reasons for your actions, what happened, what you took into account and the outcome.

You should not assume that the evidence provided is obvious when it comes to meeting the competency/criterion, for instance by simply recounting job titles or job duties. You should try and avoid bland and hypothetical statements and where possible/appropriate use the first person – “I” not “We”.

You should also be aware that on occasion there may be several ways in which we ascertain evidence of the skills, knowledge or experience sought, so please ensure you provide evidence that shows how you meet all aspects of the role.

You can apply online or submit hardcopy. If your application is handwritten, please use **black ink** and ensure it is legible as your form will be photocopied/scanned and then read by the selection panel.

We would advise you to keep a copy of your initial application for reference.

**(b) How to return your Application**

Return applications to the [applications@srwc.gsi.gov.uk](mailto:applications@srwc.gsi.gov.uk) or alternatively post to The office of the Scottish Road Works Commissioner, E spur, Saughton House, Broomhouse Drive, Edinburgh, EH11 3XD marked “Private and Confidential”

The deadline for applications is **Friday, 21 December 2018**

**Only completed application forms will be considered**

**Please do not substitute your Curriculum Vitae for a completed form since this will not be considered.**

**Late applications will not be considered.**

**(c) Selection panel**

You will be notified of the members of the selection panel if invited to interview.

**(d) Selection**

Your completed application form will be assessed against the requirements for the position. If you are successful at this initial selection stage you will be invited to take part in the interview and any assessment process.

Applicants who have not been contacted by us within 3 weeks of this closing date should assume they have been unsuccessful on this occasion.

**(e) What will happen at the interview?**

During the interview process the selection panel will ask your questions related to your career history and to the competencies required for the job. This will include the evidence you provided within your application form and from any written assessment, presentation or other appropriate exercise.

**(f) What will happen following the interview?**

All applicants invited to interview will be advised of the outcome of the appointments process in writing.