

SCOTTISH MINISTERS' REQUIREMENTS

SCHEDULE 5 PART 4

OPERATING COMPANY'S REPRESENTATIVE, CORE MANAGEMENT TEAM AND KEY STAFF

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SCOTTISH MINISTERS' REQUIREMENTS

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OPERATING COMPANY'S REPRESENTATIVE, CORE MANAGEMENT TEAM AND KEY STAFF

1. OPERATING COMPANY'S REPRESENTATIVE, CORE MANAGEMENT TEAM AND KEY STAFF

1.1 General

1.1.1 The resources identified in this Part are the minimum requirements and shall not be construed as representing all resources required by the Operating Company to fulfil its obligations under this Contract.

1.1.2 The Operating Company shall ensure that adequate cover is provided for all staff during absences including annual or public holidays and sickness periods.

1.2 Operating Company's Representative and Core Management Team

1.2.1 The Operating Company's Representative and Core Management Team shall be full-time permanent staff employed by and solely for the Operating Company to work on the Unit and shall act independently of other organisations who may have an interest in the Operating Company. The Operating Company's Representative and the Core Management Team shall be located in the Central Office.

1.2.2 The role of the Operating Company's Representative is stated in Schedule 1 Part 1.

1.2.3 The Operating Company's Representative and the Core Management Team shall be the persons named in Table 5.4.1 in Annex 5.4/A of this Part and shall fulfil the requirements of the role profiles listed in Annex 5.4/B of this Part.

1.2.4 The Core Management Team shall assist the Operating Company's Representative in securing the execution of all Operations required by this Contract. The Core Management Team shall undertake the roles relating to:

- (i) network management and maintenance,
- (ii) Operations management and maintenance,
- (iii) Structures management and maintenance,
- (iv) Scheme development and delivery,
- (v) media and communications management,
- (vi) Management System management, and
- (vii) business management,

as stated in Annex 5.4/B of this Part.

1.2.5 The Operating Company's Representative shall not undertake any Professional Services duties.

1.2.6 Members of the Core Management Team may, in addition to their Core Management Team roles, undertake Professional Services duties. Members of the Core Management Team shall not be paid for undertaking Professional Services and the

Operating Company shall not charge Professional Services rates where such utilisation occurs.

- 1.2.7 The Operating Company shall propose any members of the Core Management Team who it intends to undertake Professional Services duties to the Director for his written consent prior to such members undertaking such duties.

1.3 Mobilisation Manager

- 1.3.1 The Operating Company shall appoint a Mobilisation Manager to undertake the duties detailed in Schedule 1 Part 2. The Mobilisation Manager shall be a member of either the Core Management Team or Key Staff. The appointment(s) shall be temporary and the appointed person(s) shall be required to resume his Core Management Team or Key Staff role when his duties in relation to Mobilisation Period 1 or Mobilisation Period 2 have been completed to the satisfaction of the Director. For the avoidance of doubt, the Mobilisation Manager is not required to be the same person for Mobilisation Period 1 and Mobilisation Period 2.

1.4 Key Staff

- 1.4.1 The Operating Company's Key Staff shall be those persons named in Table 5.4.2 in Annex 5.4/A of this Part. The Operating Company's Key Staff shall fulfil the requirements of the role profiles listed in Annex 5.4/B of this Part.
- 1.4.2 Key Staff may, in addition to their Key Staff roles, undertake Professional Services duties. Key Staff shall not be paid for undertaking Professional Services and the Operating Company shall not charge Professional Services rates where such utilisation occurs.
- 1.4.3 The Operating Company shall propose any Key Staff who it intends to undertake Professional Services duties to the Director for his written consent prior to any Key Staff undertaking such duties.
- 1.4.4 The Journey Time Reliability Coordinator shall be a full-time permanent staff member employed by and solely for the Operating Company to work on the Unit in this dedicated role. The Journey Time Reliability Coordinator shall be located in the Central Office.

1.5 Resource Management Arrangements

- 1.5.1 The Operating Company's management arrangements and responsibilities shall be as detailed in the organogram in Annex 5.4/A of this Part.
- 1.5.2 Where the Operating Company intends that a member of the Core Management Team or Key Staff shall undertake more than one Core Management Team or Key Staff role, it shall make such proposals in writing to the Director for his prior consent. No individual shall be nominated to fulfil more than one full time role.
- 1.5.3 Changes to the Operating Company's Representative, Core Management Team, Key Staff and the organogram shall not be permitted without the prior written consent of the Director. Any proposed changes to the organogram shall contain as a minimum the following details:
- (i) the Operating Company's Representative,
 - (ii) the Core Management Team,
 - (iii) the Key Staff,

- (iv) any professional services staff in accordance with Schedule 9 Part 2,
 - (v) administrative staff including those responsible for invoicing and payment,
 - (vi) labour resources, and
 - (vii) staffing arrangements including reporting lines to the Operating Company's head office.
- 1.5.4 The Operating Company shall prepare a role profile for any new Core Management Team or new Key Staff role it proposes. Any new role profile prepared by the Operating Company shall be in the format as detailed in Annex 5.4/B of this Part. The Operating Company shall submit any new role profile to the Director for consent.
- 1.5.5 The Operating Company's proposed changes shall state whether each role identified is full-time or part-time and whether each role is to be undertaken on a full-time or part-time basis by the identified staff.
- 1.5.6 The Operating Company shall submit details of any proposed change in writing to the Director. Within 10 Working Days of receipt, the Director will:
- (i) consent to or object to the proposed new role profile in writing,
 - (ii) consent to or object to any proposed additional and or substitute appointment in writing, or
 - (iii) request in writing an interview with any proposed additional appointee and or substitute appointee.
- If the Director decides to interview any proposed additional appointee and or proposed substitute, he will consent or object to the proposed appointee and or substitute appointee in writing within 10 Working Days of the interview having taken place.
- If the Director objects to a proposed additional appointee and or substitute appointee the Operating Company shall repeat the above process with further candidates until the Director has consented to the proposed additional appointee and or substitute appointee in writing.
- 1.5.7 The Director may reject any proposed additional appointee and or substitute appointee whose qualifications or experience are, in his opinion, insufficient to give assurance that the proposed additional appointee and or substitute appointee will be able to deliver the key responsibilities of the relevant role.
- 1.5.8 In addition to the transferring FETA roles, the Core Management Team and Key Staff shall be ready and available to undertake their relevant roles at Commencement of Service Date 1 with the exception of:
- (i) the Bridges Manager,
 - (ii) the Gantry Manager,
 - (iii) the Health, Safety and Risk Manager,
 - (iv) the Major Bridge Manager (Forth Road Bridge),
 - (v) the Media and Communications Manager, and
 - (vi) the Structural Health Monitoring and Supervisory Control and Data Acquisition Officer

who shall be ready and available to undertake their relevant roles from no later than Commencement of Service Date 2, and

- (vii) the Major Bridge Manager (Queensferry Crossing) who shall be ready and available to undertake the relevant role no later than 12 months prior to Commencement of Service Date 2.

Any proposed changes in such personnel shall be made in accordance with paragraph 1.5.3 of this Part.

- 1.5.9 Notwithstanding that some members of the Core Management Team and or Key Staff are not required to be in place prior to Commencement of Service Date 2, the Operating Company shall ensure that during Service Delivery Period 1, it performs, to the same standard as is required in this Contract, any of the roles and or responsibilities of such members who are not in place and which may be required during Service Delivery Period 1.
- 1.5.10 Some of the key responsibilities of the Design Manager and the Bridges Manager overlap. Revised role profiles which remove these overlapping responsibilities shall be submitted to the Director for consent 30 days prior to the introduction of a Bridges Manager in accordance with paragraphs 1.5.3 to 1.5.7 of this Part. Once the revised role profiles are consented to by the Director, Annex 5.4/A and Annex 5.4/B shall be amended accordingly.

This is Annex 5.4/A to Schedule 5 Part 4 referred to in the foregoing Agreement between Scottish Ministers and Amey LG Limited.

SCOTTISH MINISTERS' REQUIREMENTS

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OPERATING COMPANY'S REPRESENTATIVE, CORE MANAGEMENT TEAM AND KEY STAFF

ANNEX 5.4/A – The Operating Company's Representative, Core Management Team and Key Staff

SCOTTISH MINISTERS' REQUIREMENTS

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OPERATING COMPANY'S REPRESENTATIVE, CORE MANAGEMENT TEAM AND KEY STAFF

ANNEX 5.4/A – The Operating Company's Representative, Core Management Team and Key Staff

1. The Operating Company's Core Management Team shall be:

Table 5.4.1 – Operating Company's Core Management Team

COMMERCIALY SENSITIVE INFORMATION REDACTED

Core Management Team			
POST TITLE	POST HOLDER		
	NAME	Full or Part Time in this role	CV Ref.

3. The Operating Company's Staff Structure

3.1 Detailed Staff Structure

COMMERCIALLY SENSITIVE INFORMATION REDACTED

3.2 Curricula Vitae for the Operating Company's Representative, the Core Management Team and the Key Staff

COMMERCIALY SENSITIVE INFORMATION REDACTED

This is Annex 5.4/B to Schedule 5 Part 4 referred to in the foregoing Agreement between Scottish Ministers and Amey LG Limited.

SCOTTISH MINISTERS' REQUIREMENTS

SCHEDULE 5 PART 4

OPERATING COMPANY'S REPRESENTATIVE, CORE MANAGEMENT TEAM AND KEY STAFF

ANNEX 5.4/B – Role Profiles for the Core Management Team and Key Staff

SCOTTISH MINISTERS' REQUIREMENTS**SCHEDULE 5 PART 4****OPERATING COMPANY'S REPRESENTATIVE, CORE MANAGEMENT TEAM AND KEY STAFF****ANNEX 5.4/B – Role Profiles for the Core Management Team and Key Staff**

For roles requiring professional qualifications, a non-UK professional qualification awarded by an appropriate engineering institution which in the opinion of the UK Engineering Council is Chartered Engineer equivalent, may be acceptable to the Scottish Ministers at their sole discretion. For non-engineering professional qualifications, evidence of UK equivalence must be provided.

A non-UK academic qualification in an appropriate discipline which is acknowledged by UK academic institutions to be of equivalent standing may also be acceptable to the Scottish Ministers at their sole discretion. Where non-UK qualifications are proposed, evidence of UK equivalence must be provided. Where a degree in an appropriate discipline is specified, either Masters, Honours or Ordinary level is acceptable.

Core Management Team Role Profiles

Role: Operating Company's Representative	Please refer to Schedule 1 Part 1.
Qualifications and Experience	<p>The Operating Company's Representative shall be a professional manager with a strong engineering background gained in a civil engineering or construction related environment. Operating at senior or board level, the Operating Company's Representative shall possess a demonstrable track record in running and controlling all aspects of a successful business.</p> <p>The Operating Company's Representative shall be a Chartered Engineer as awarded by an appropriate UK engineering institution including the Institution of Civil Engineers, the Institution of Structural Engineers, the Institute of Highway Engineers and the Chartered Institution of Highways and Transportation.</p> <p>It is unlikely that anyone with less than 15 years' experience relevant to the position and performance of the role will meet the requirements for this post.</p>
Key Responsibilities	Detailed in Schedule 1 Part 1 as supplemented by other provisions in this Contract.

Role: Bridges Manager	The Bridges Manager is responsible for ensuring the delivery of the management and maintenance of Structures within the Unit.
Qualifications and Experience	<p>Degree in an appropriate engineering discipline and a corporate member of an engineering institution.</p> <p>Chartered Engineer as awarded by an appropriate UK engineering institution including the Institution of Civil Engineers, the Institution of Structural Engineers, the Institute of Highway Engineers or the Chartered Institution of Highways and Transportation.</p> <p>It is unlikely that anyone with less than 15 years' experience relevant to the position and performance of the role will meet the requirements for this post.</p>
<p>Key Responsibilities as supplemented by other provisions in this Contract:</p> <ul style="list-style-type: none"> • Support the Operating Company's Representative to ensure delivery of all of the Scottish Minister's Requirements and or the Director's requirements. • Ensure compliance at all times with the Management Systems in the management and maintenance of the Structures within the Unit. • Update the structures management function of the Integrated Roads Information System including the structures management system database contained within the Integrated Roads Information System. • Analyse the data within the pavement management, routine maintenance and management of structures functions of the Integrated Roads Information System. • Update the Operating Company's maintenance schedule, maintenance and Operations manuals, Health and Safety Files, as-built Records and sub-standard Structures pro formas. • Review of documents and other items relating to the Operating Company's structural maintenance programme in accordance with the requirements of Schedule 7 Part 6. • Deliver all the Structures programmes on time and within budget for all Structures inspections, Operations and Schemes whilst meeting the quality requirements of the Management System. • Prepare and Design all Schemes for Structures undertaken by, or on behalf of, the Operating Company as set out in Schedule 6 Part 4. • Deliver accurate Estimated Bid Value for Schemes for Structures and deliver Operating Company's proposed programmes with realistic budgets and/or Bids in accordance with the requirements of Schedule 4 Part 1. • Key point of contact for all dealings with the ICSBOA (as defined in Schedule 3 Part 9) and such other similar organisations as set out in Schedule 3 Part 9. • Liaise closely with the Major Bridge Manager (Forth Road Bridge), Major Bridge Manager (Queensferry Crossing), Gantry Manager and Design Manager to ensure awareness of all existing and any potential issues. • Liaise with the Network Manager and Journey Time Reliability Coordinator to ensure traffic disruption caused by Schemes for Structures is minimised. 	

- Liaise with the Planned Maintenance Manager to ensure any requirements relating to Structures are taken into account when undertaking planned structural maintenance Schemes.
- Liaise with the Operations Manager to ensure any Operations and maintenance requirements are taken into account during planning and delivery of Schemes for Structures.
- Manages and maintains the defects data base. The Bridges Manager may delegate the day to day responsibility but retains overall management of this system.
- Ensure the health, safety and welfare of all staff involved with Schemes for Structures.
- Minimise the environmental impacts of Schemes for Structures.

<p>Role: Business Manager</p>	<p>The Business Manager shall be responsible for the financial and commercial management of the Unit including budget forecasting, budget management, reporting of variances and the provision of timely and accurate invoices in accordance with the self certification procedures.</p> <p>In addition, the Business Manager will be responsible for information and communication technology systems overall, but not for the operations of those systems.</p>
<p>Qualifications and Experience</p>	<p>Degree in Financial or Commercial Management or other relevant business related discipline or an appropriate professional qualification, including CA or ACCA.</p> <p>It is unlikely that anyone with less than 10 years' experience relevant to the provision and performance on the role will meet the requirements for this post.</p>
<p>Key Responsibilities as supplemented by other provisions in this Contract:</p> <ul style="list-style-type: none"> • Support the Operating Company's Representative in securing the execution of all of Operations in accordance with this Contract. • Ensure compliance at all times with the Management System. • Financial and business planning for the Unit to meet the Director's objectives. • Operating Company's point of contact for all matters related to budgetary management and control. • Support the Operating Company's Representative through the provision of robust budget planning and management for all activities undertaken. • Provide accurate expenditure forecasts to the Director. • Provide accurate and timely invoices, with supporting substantiation as required, to the Director. • Ensure prompt payment to sub-contractors. • Be the key contact within the Operating Company on all issues relating to information and communication technology. 	

Role: Design Manager	<p>The Design Manager has overall responsibility for the coordination, integration, preparation, checking and approval of Design in relation to roads and Structures (excluding the Principal Crossings) within the Unit. The Design Manager is responsible for appointing staff from within the register of Professional Services to undertake Design duties according to the discipline, competence, experience and qualifications required.</p> <p>The Design Manager has responsibility for inspection of all Structures (excluding the Principal Crossings).</p> <p>The Design Manager will assign individuals undertaking Design duties for Operations, Schemes or Works Contracts on the basis of their competence and experience and not as a general appointment for all Operations, Schemes or Works Contracts delivered under this Contract.</p>
Qualifications and Experience	<p>Degree in appropriate engineering discipline or corporate member of an engineering institution.</p> <p>Chartered Engineer as awarded by an appropriate UK engineering institution including the Institution of Civil Engineers, the Institution of Structural Engineers, the Institute of Highway Engineers and the Chartered Institution of Highways and Transportation.</p> <p>It is unlikely that anyone with less than 15 years' experience relevant to the provision and performance of the role will meet the requirements of the post.</p>
Key Responsibilities as supplemented by other provisions in this Contract:	
(i)	Liaise with the Core Management Team as appropriate.
(ii)	Be the primary contact within the Operating Company for all matters relating to Design (excluding the Principal Crossings).
(iii)	Ensure that the Design Certificates required in accordance with Schedule 6 Part 4 are signed by an appropriately competent, qualified and experienced member of the Professional Services staff.
(iv)	Ensure that Operations for which the Operating Company has undertaken or procured the Design have been designed, constructed and completed in accordance with this Contract.
(v)	Ensure Professional Services staff liaise with the CDM co-ordinator regarding ongoing Designs on all notifiable projects in addition to checking that the client under the CDM Regulations is aware of its duties.
(vi)	Ensure Professional Services staff attend Design meetings arranged by the Director as and when required and liaise with other Professional Services staff undertaking Design duties and Checkers as appropriate during the Design phase of any Operations.
(vii)	Ensure that the Operating Company site operations in relation to Design are supervised by an appropriate member of the Professional Services staff.

(viii)	Review, update and maintain maintenance and operations manuals, Health and Safety Files and other documentation relating to Structures (excluding the Principal Crossings).
(ix)	Ensure compliance at all times with the Management System.
(x)	Liaise with stakeholders and others as appropriate when undertaking maintenance and inspection testing of Structures owned by third parties with maintenance agreements in place.
(xi)	Ensure the health, safety and welfare of all staff involved with Structures (excluding the Principal Crossings).
(xii)	Minimise the environmental impact of Operations relating to Structures (excluding the Principal Crossings).
(xiii)	Compile inspection reports and test Certificates relating to Structures (excluding the Principal Crossings) and deliver these annually to the Director.
(xiv)	Update the Director's Management System including the structures management system database in the Integrated Roads Information System as required.
(xv)	Liaise with the Operations Manager and others to ensure any Operations and maintenance requirements are taken into account during planning and delivery of Operations which may affect Structures (excluding the Principal Crossings).
(xvi)	Timely production of recommendations for, and execution of, critical repair schemes.
(xvii)	Undertakes the responsibility for a Design (excluding the Principal Crossings) carried out wholly or any part of the Design itself by the Operating Company and for any whole or partial Design the Operating Company has procured on its behalf.

Role: Management System Manager	The Management System Manager is responsible for the effectiveness of all elements of the Management System including the Quality Plan.
Qualifications and Experience	<p>Degree in an engineering or science discipline or hold an appropriate professional qualification, including Chartered Engineer, corporate member or chartered member of the Institute of Quality Assurance.</p> <p>It is unlikely that anyone with less than 10 years' experience relevant to the provision and performance of the role will meet the requirements of this post.</p>
<p>Key Responsibilities as supplemented by provisions in this Contract:</p> <ul style="list-style-type: none"> • Ensure accreditation of the Management System within one year of Commencement of Service Date 1 to the standard specified in Schedule 5 Part 1. • Ensure correction of Non-Conformances, prevent the continuance of Non-Conformances and investigate the root causes of Non-Conformances. • Act upon reports from the Director or the Performance Audit Group on the Operating Company's performance and initiate all necessary actions, including procedural changes, required to prevent the recurrence of any Non-Conformances. • Integrate corrective and other actions into the Management System including the Quality Plan and into the Operating Company's documented control management and working procedures, including method statements. • Plan and undertake of internal audits. • Attend meetings with and report to the Director on the effectiveness of the Management System. • Report on the effectiveness of the Management System in the Operating Company's monthly and annual reports. • Day to day responsibility for all matters related to the Management System 	

Role: Network Manager	The Network Manager is responsible for the management of all activities undertaken or occurring on or near the Trunk Road network within the Unit and supporting Transport Scotland in delivery of its <i>corporate plan priority of "Better journey times, better reliability"</i> and the safety of its customers.
Qualifications and Experience	Degree in an appropriate engineering discipline or corporate membership of an appropriate engineering institution including the Institution of Civil Engineers, the Institution of Structural Engineers, the Institute of Highway Engineers and the Chartered Institution of Highways and Transportation. It is unlikely that anyone with less than seven years' experience relevant to the provision and performance of the role will meet the requirements of this post.
<p>Key Responsibilities as supplemented by other provisions in this Contract:</p> <ul style="list-style-type: none"> • Support the Operating Company's Representative in securing execution of all Operations required by this Contract including as a minimum duties and responsibilities under Legislation. • Ensure all activities undertaken on the Trunk Roads within the Unit comply at all times with the Management System. • Ensure the resilience of the Trunk Road network within the Unit until the Service End Date. • Support the Operating Company's Representative in acting as Home Traffic Authority as defined in Transport Scotland's <i>Trunk Road and Motorway Tourist Signposting Policy and Guidance</i> and in undertaking the relevant duties as detailed in Schedule 8 Part 4. • Authorise temporary traffic signs to any Special Event in accordance with the requirements detailed in Schedule 8 Part 4. • Manage overall the delivery of the Incident Response Operations within the Unit including management of the activities of the Incident Liaison Officers and the Journey Time Reliability Coordinator. • Manage and use of information and communications technology within the Unit to support the provision of information to Transport Scotland's customers. • Liaise and coordinate with the Core Management Team during the planning phases of all activities to minimise their impacts on Transport Scotland's customers. • Ensure adequate liaison and coordination with all Operational Partners on all matters relating to planned works to be undertaken on or near to the Trunk Road network within the Unit. • Appointing appropriate support personnel to assist in delivery of Incident Response Operations and the planning and implementation of roadworks. • Ensuring appropriate support is provided by the Core Management Team to the Journey Time Reliability Coordinator to ensure 24 hours a day, seven days a week coverage of the Journey Time Reliability Coordinator role. 	

- Liaising with the Media & Communications Manager on:
 - (i) press or ministerial communications relating to activities that affect road users including major roadworks, Incidents and Severe Weather , and
 - (ii) any activities that may lead to adverse publicity or adverse consequences for Transport Scotland's customers.
- Managing the recovery of costs in relation to Damage to Crown Property.
- Duty to report on the results of monitoring the predicted traffic delays.

Role: Media and Communications Manager	The Media and Communications Manager shall be the main point of contact for all stakeholder communications, acting as the spokesperson for the Operating Company, manager of all media and community relationships and preparation of news releases.
Qualifications and Experience	Degree in an appropriate discipline or corporate membership of an appropriate public relations institution such as the Chartered Institute of Public Relations. It is unlikely that anyone with less ten years' experience relevant to the provision and performance of the role will meet the requirements of the post.
Key Tasks: in accordance with the requirements of Schedule 3 Part 5 as supplemented by other provisions of this Contract:	
<p>Key Responsibilities:</p> <ul style="list-style-type: none"> • Develop, manage, review and update the Operating Company's annual Unit-specific communications plan until the Service End date. • Manage media enquiries in accordance with the media enquiries procedure. • Ensure Press Transport Scotland is given opportunity to comment on all proposed media statements prior to their release. • Initiate communications which present the Operating Company and Transport Scotland in a positive manner to the media, customers and stakeholders. • Prepare and issue factual media releases for public information, notifying the local, regional and national media as appropriate of forthcoming roadworks and expected commencement dates, rescheduling of Core Operations, Operations, Schemes or Works Contracts and expected completion dates and any relevant diversionary routes. • Attend quarterly review meetings with Press Transport Scotland and the Director. • Attend biannual review meetings with Press Transport Scotland, and other operating companies' media and communications officers and managers and the Director. 	

Key Staff Role Profiles

Role: Abnormal Load Routeing Manager	The Abnormal Load Routeing Manager is responsible for managing all aspects of any requirements relating to the movement of abnormal indivisible loads and abnormal vehicles within the Unit and shall act as the main contact for all communication and correspondence relating to the routeing and movement of abnormal loads within the Unit.
Qualifications and Experience	Chartered member of the Institution of Civil Engineers, the Institution of Structural Engineers, the Institute of Highway Engineers or the Chartered Institution of Highways and Transportation. It is unlikely that anyone with less than 10 years' experience relevant to the provision and performance of the role will meet the requirements of the post.
Key Tasks: in accordance with the requirements of Schedule 8 Part 1 as supplemented by other provisions of this Contract:	
(i)	Respond directly to particular correspondence and enquiries from Undertakers, stakeholders and users of the Trunk Road network seeking advice on the movement of abnormal indivisible loads and abnormal vehicles within the Unit (taking into account the absence of waiting bays for QC which must be identified and may be off-Unit).
(ii)	Provide a routeing and coordination service for hauliers and industry for proposed movements of abnormal indivisible loads and abnormal vehicles within the geographical area of the Unit.
(iii)	Undertake route assessments using the structures management function of the Integrated Roads Information System. To identify Structures that may be affected by the proposed movement of abnormal indivisible loads and, where necessary, advise on alternative routes.
(iv)	Liaise with the Major Bridges Manager (Forth Road Bridge) and or the Major Bridges Manager (Queensferry Crossing), whichever is appropriate, the Bridges Manager, the Operations Manager and the Journey Time Reliability Coordinator to ensure all aspects of any requirements relating to planned maintenance activities are identified and taken into account in route selection.
(v)	Liaise with relevant Operational Partners and other concerned organisations in order to advise on or identify a suitable route for the movement of abnormal indivisible loads and abnormal vehicles.
(vi)	Make recommendations to the Director in a timely manner regarding all proposed and agreed movements within the Unit that require authorisation and advise the Director of any Incidents resulting from such movements.
(vii)	Develop, implement and maintain documented procedures for the effective management of abnormal indivisible load routeing within the Management System, including the Quality Plan.
(viii)	Supervise and coordinate all duties to be undertaken by the Operating Company in relation to abnormal loads.
(ix)	To assess or coordinate assessments necessary for evaluating the Principal Crossings' ability to safely sustain the loads from abnormal indivisible loads and to

	ensure that unacceptable combinations of abnormal indivisible loads (such as convoys) do not cause overload of a Structure or crossing part.
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Role: Construction (Design & Management) Coordinator (CDM Coordinator)	The CDM Coordinator appointed for each Scheme will be required to comply with the general duties of a CDM Coordinator as set out in the CDM Regulations. Note: There will be a general requirement that individuals nominated as lead contact for the function of CDM Coordinator will be assigned to Schemes on the basis of their competence and experience and not as a general appointment for all Schemes under this Contract.
Qualifications and Experience	Chartered member of the Institution of Civil Engineers, the Institution of Structural Engineers, the Institute of Highway Engineers or the Chartered Institution of Highways and Transportation. <ul style="list-style-type: none"> • Demonstrable knowledge of health and safety in construction issues and Legislation. • Experience of significant work on similar schemes with comparable hazards and complexity, relevant to the Scheme to be undertaken. • Registered Member of the Association of Project Safety (RMaPSM) or membership of the Institution of Construction Safety (M Inst CS or F Inst CS) • It is unlikely that anyone with less than 10 years' experience relevant to the provision and performance of the role will meet the requirements of the post.
Key Tasks: In accordance with the requirements of Schedule 6 Part 2 as supplemented by other provisions in this Contract and the CDM Regulations:	
(i)	Report regularly to the Client (or Client's Representative where appointed) on the activities being undertaken and the progress of the Scheme being undertaken.
(ii)	Arrange for the Scheme to be notified to the enforcing authorities as required by Regulation 21.
(iii)	Advise and assist the client or Client's Representative on undertaking measures needed to comply with the CDM Regulations including in particular the duty to ensure competent designers and contractors outwith the Operating Company are or will be appointed and to ensure that adequate arrangements are in place for managing the Scheme.
(iv)	Ensure that suitable arrangements are made and implemented for the coordination of health and safety measures during planning and preparation for the construction phase of Schemes, including facilitating: <ul style="list-style-type: none"> • cooperation and coordination between persons concerned in the Scheme in pursuance of Regulations 5 and 6 of the CDM Regulations, • the application of the general principles of prevention in pursuance of Regulation 7 of the CDM Regulations.

(v)	<p>Liaise with the principal contractor and client regarding:</p> <ul style="list-style-type: none"> • the contents of the health and safety file, • the information which the principal contractor needs to prepare the construction phase Plan, and • any design development which may affect planning and management of the construction work.
(vi)	<p>Identify and collect the pre-construction information and provide it to every person designing the Structure and every contractor appointed by the client (including the principal contractor).</p>
(vii)	<p>Take all reasonable steps to ensure that designers comply with their duties under Regulations 11 and 18 of the CDM Regulations.</p>
(viii)	<p>Take all reasonable steps to ensure cooperation between designers and the principal contractor during the construction phase in relation to any Design or change to a Design.</p>
(ix)	<p>Prepare, review and update the health and safety files including the information provided in pursuance of Regulations 17(1), 18(2) and 22(1) (j) of the CDM Regulations and pass the health and safety files to the client or Client's Representative at the end of the construction phase.</p>
(x)	<p>Ensure Professional Services staff liaise with the Design Manager regarding ongoing Designs on all notifiable projects in addition to checking that the client under the CDM Regulations is aware of its duties.</p>

Role: Correspondence Officer	The Correspondence Officer is the main contact within the Operating Company for all correspondence, enquiries and complaints relating to the Unit.
Qualifications	Drafting skills, experience of writing correspondence for public consumption, an appreciation of plain English, the ability to understand the audience for whom the reply is intended and the ability to draft correspondence on behalf the Operating Company, the Director, Transport Scotland and the Scottish Ministers. It is unlikely that anyone with less than two years' experience relevant to the provision and performance of the role will meet the requirements of the post.
Key Tasks: In accordance with the requirements of Schedule 3 Part 5 as supplemented by other provisions in this Contract:	
(i)	Provide draft responses and briefing material to the Director to general, Transport Scotland Chief Executive and Ministerial correspondence in respect of any matter requiring input relevant to the Operating Company or this Contract.
(ii)	Provide briefing notes and draft responses related to the topics raised in written or oral Parliamentary questions from Members of the Scottish Parliament, Members of the United Kingdom Parliament and or Members of the European Parliament to allow the Director to develop a suitable response for the Minister to issue.
(iii)	Provide information and relevant data to the Director to allow the development of a response by either the Director or the Scottish Minister to requests received under the Information Acts.
(iv)	Respond directly to particular correspondence, enquiries and complaints received from any source as detailed in Schedule 3 Part 5.
(v)	Maintain an electronic register of all communications it receives and the replies thereto relating to the Unit or to this Contract.

Role: Gantry Manager	The Gantry Manager has overall responsibility for the supervision of use and inspections, testing, maintenance and operation of Access Systems within the Unit, in addition to ensuring their compliance with current regulations and standards.
Qualifications and Experience	Chartered Structural or Civil Engineer. It is unlikely that anyone with less than five years' experience relevant to the provision and performance of the role will meet the requirements of the post. Details of any relevant qualifications and/or professional institution membership and any other specific qualifications such as the Institution of Civil Engineers are required.
Key Tasks: In accordance with the requirements of Schedule 7 Part 6 as supplemented by other provisions in this Contract:	
(i)	Control gantry operations.
(ii)	Ensure that operations and maintenance manuals are reviewed at regular intervals and kept up to date.
(iii)	Ensure that the Design, installation and required certification for any temporary Access System is in place prior to use and that elements supporting such Access Systems have been assessed and certified.
(iv)	Ensure Access Systems comply with current standards.
(v)	Fulfil the requirements under the CDM Regulations with respect to Access Systems including direct liaison with the CDM co-ordinator to ensure construction phase plans for Access Systems are prepared.
(vi)	Maintain the Health and Safety File and all documents and Certificates therein relating to Access Systems.
(vii)	Ensure management and emergency procedures in relation to Access Systems are in place and kept up to date.
(viii)	Responsible for managing crane and gantry operating schemes.

Role: Health, Safety and Risk Manager	The Health, Safety and Risk Manager is responsible for providing specialist Health, Safety, Corporate Risk and Environmental knowledge to allow the Operating Company to fulfil its legal obligations.
Qualifications	<p>A chartered Safety Practitioner with a degree level qualification and chartered membership of the Institute of Occupational Safety and Health</p> <p>Formal Construction / Civil Engineering related base qualification is desirable.</p> <p>Accredited training qualification desirable</p> <p>It is unlikely that anyone with less than five years' experience relevant to the provision and performance of the role will meet the requirements of the post.</p>
Key Tasks: as supplemented by provisions in this Contract:	
(i)	Responsible for pro-actively and independently managing all aspects of health & safety arrangements and developing best-practice policies, procedures and processes.
(ii)	Devise and provide advice on systems and procedures to ensure that all works are carried out in accordance with current safety legislation.
(iii)	Responsible, on behalf of the Operating Company's Representative, for ensuring the organisation is appropriately equipped to meet and deliver against its risk management framework.
(iv)	Responsible for co-ordination, development/enhancement and monitoring/reporting of all corporate governance arrangements e.g. risk management systems, risk register, business continuity & incident management etc.
(v)	Oversee CDM arrangements for all notifiable capital works, liaising with designers, consultants and contractors and the Construction (Design & Management) Coordinator as necessary.
(vi)	Carry out inspection, testing and monitoring of working conditions, equipment and substances to ensure compliance with current legislation. Liaise with relevant specialists as necessary.
(vii)	In conjunction with the Management System Manager, responsible for ensuring the Operating Company attains and maintains OHSAS 18001 accreditation.

Role: Incident Liaison Officers	The Incident Liaison Officers support the Network Manager in the delivery of the Incident Response Operations and are responsible for providing an effective response appropriate to each Incident occurring on or near the Trunk Road network on a 24 hours a day, seven days a week basis.
Qualifications and Experience	It is unlikely that anyone with less than five years' experience relevant to the provision and performance of the role will meet the requirements of the post.
Key Tasks: in accordance with the requirements of Schedule 7 Part 3 as supplemented by other provisions in the Contract:	
(i)	Be the first point of contact within the Operating Company for all Incidents occurring on or near the Unit during and outwith Normal Working Hours.
(ii)	Manage the delivery of the Trunk Road Incident Support Service and Incident Support Unit's requirements.
(iii)	Ensure mobilisation of Incident Response Resources.
(iv)	Ensure Standard Incident Diversion Routes are kept updated at all times and activate Standard Incident Diversion Routes in response to Incidents.
(v)	Implement contact arrangements with Operational Partners during the occurrence of an Incident and ensure prompt notification of Incidents to Operational Partners.
(vi)	Coordinate activities relating to the planning, response and mitigation of Incidents.
(vii)	Utilise appropriate support personnel to assist in delivering Incident Response Operations.
(viii)	Record and manage all relevant information relating to Incidents.
(ix)	Provide Incident reports to the Network Manager.
(x)	Co-ordinate Incident Response Operations relating to Severe Weather.

Role: Journey Time Reliability Coordinator	The Journey Time Reliability Coordinator support the Network Manager by undertaking the delivery of the liaison, coordination and management service necessary to minimise the impact of roadworks or events occurring on or near the Trunk Road network within the Unit to minimise delays and congestion to Transport Scotland customers. This full-time role shall be supported by the Core Management Team and Operations Manager to ensure it is delivered on a 24 hours a day, seven days a week basis.
Qualifications and Experience	It is unlikely that anyone with less than five years' experience relevant to the provision and performance of the role will meet the requirements of the post.
Key Tasks: in accordance with the requirements of Schedule 3 Part 7 as supplemented by other provisions of this Contract:	
(i)	Be the first point of contact within the Operating Company for all roadworks undertaken by the Operating Company and events occurring on or near the Unit within and outwith Normal Working Hours.
(ii)	Liaise and communicate with relevant Operational Partners and disseminate accurate and timely information to assist in the effective delivery and coordination of roadworks and events throughout the Trunk Road network.
(iii)	Coordinate, monitor and control all roadworks or events to minimise road closures, potential impacts and conflicts and maximise the capacity of the Trunk Road network, using the Automated Diary Facility and SRWR where necessary and undertaking periodic site visits to assess the implementation and impact of roadworks and events.
(iv)	Own and manage the Automated Diary Facility.
(v)	Implement escalation procedures for roadworks and events which exceed allowable delay thresholds.
(vi)	Evaluate the impact of roadworks or events to identify improvements for future roadworks and events with similar impacts.
(vii)	Liaise with the Incident Liaison Officers and relevant Operational Partners in dealing with Incidents occurring during roadworks; such liaison including coordination of the activation and implementation of Standard Incident Diversion Routes.
(viii)	Support the Network Manager in delivering the Operating Company's duties and responsibilities in relation to Legislation.
(ix)	Utilise and manage support personnel on specific tasks relating to the planning and implementation of roadworks or Special Events including coordinating, mobilising, deploying and supervising traffic management arrangements and evaluating their impact.
(x)	Provide reports on the impact of the Operating Company's activities on the journey time reliability of the Trunk Road network with recommendations for proposed improvements.

Role: Landscape Architect	The Landscape Architect is the main point of contact within the Operating Company for landscape management and landscape Design and landscape Design issues and management issues relating to St Margaret's Marsh.
Qualifications and Experience	Chartered Member of the Landscape Institute. It is unlikely that anyone with less than 10 years' experience relevant to the provision and performance of the role will meet the requirements of the post. Knowledge and experience of saltmarsh ecology and management.
Key Tasks: in accordance with the requirements of Schedule 7 Part 4 as supplemented by other provisions of this Contract:	
(i)	Prepare and deliver the landscape strategy, the Landscape Development Plan and the annual landscape management report.
(ii)	Undertake landscape opportunity inspections and prepare the schedule of landscape opportunities including the Design of landscape proposals.
(iii)	Attend all landscape and environmental progress meetings arranged with the Director including St Margaret's Marsh SSSI steering group meetings.
(v)	Attend necessary meetings concerning landscape issues related to the Unit.
(vi)	Identify general condition of the grassed and vegetation areas within the Unit and prepare the grassland report and landscape management report.

Role: Major Bridge Manager – (Forth Road Bridge)	The Major Bridge Manager (Forth Road Bridge) has overall responsibility for the inspection, testing, monitoring, management and maintenance of the Forth Road Bridge and reports to the Bridges Manager.
Qualifications and Experience	Degree in an appropriate engineering discipline. Chartered membership of the Institution of Civil Engineers or the Institution of Structural Engineers. It is unlikely that anyone with less than 10 years' experience relevant to the provision and performance of the role will meet the requirements of the post.
Key Tasks: In accordance with the requirements of Schedule 7 Part 7 as supplemented by other provisions in this Contract:	
(i)	Review, update and maintain maintenance and operations manuals, Health and Safety Files and other documentation relating to the Forth Road Bridge.
(ii)	Ensure compliance at all times with the Management System.
(iii)	Liaise with stakeholders and others as appropriate when undertaking maintenance and inspection testing of Structures owned by third parties with maintenance agreements in place.
(iv)	Ensure the health, safety and welfare of all staff involved with the Forth Road Bridge.
(v)	Minimise the environmental impact of Operations relating to the Forth Road Bridge.
(vi)	Compile inspection reports and test Certificates relating to the Forth Road Bridge and deliver these annually to the Director.
(vii)	Update the Director's Management System including the structures management system database in the Integrated Roads Information System as required.
(viii)	Liaise with the Operations Manager and others to ensure any Operations and maintenance requirements are taken into account during planning and delivery of Operations which may affect the Forth Road Bridge.
(ix)	Timely production of recommendations for, and execution of, critical repair schemes.

Role: Major Bridge Manager – (Queensferry Crossing)	The Major Bridge Manager has overall responsibility for the inspections, testing, monitoring, management and maintenance of the Queensferry Crossing and reports to the Bridges Manager.
Qualifications and Experience	Degree in an appropriate engineering discipline. Chartered membership of the Institution of Civil Engineers or the Institution of Structural Engineers. It is unlikely that anyone with less than 10 years' experience relevant to the provision and performance of the role will meet the requirements of the post.
Key Tasks: In accordance with the requirements of Schedule 7 Part 7:	
(i)	Review, update and maintain maintenance and operations manuals, Health and Safety Files and other documentation relating to the Queensferry Crossing.
(ii)	Ensure compliance at all times with the Operating Company's Management System.
(iii)	Liaise with stakeholders and others as appropriate when undertaking maintenance and inspection testing of Structures owned by third parties with maintenance agreements in place.
(iv)	Ensure the health, safety and welfare of all staff involved with the Queensferry Crossing.
(v)	Minimise the environmental impact of Operations relating to the Queensferry Crossing.
(vi)	Compile inspection reports and test Certificates relating to the Queensferry Crossing and deliver these annually to the Director.
(vii)	Update the Director's Management Systems including the Structures Management System database as required.
(viii)	Liaise with the Operations Manager and others to ensure any network Operations and maintenance requirements are taken into account during planning and delivery of other Operations which may affect the Queensferry Crossing.
(ix)	Timely production of recommendations for, and execution of, critical repair schemes.

Role: Operations Manager	The Operations Manager shall be responsible for all day to day operational activities within the Unit covering maintenance and Winter Service.
Qualifications and Experience	It is unlikely that anyone with less than seven years' experience relevant to the provision and performance of the role will meet the requirements for this post.
Key Tasks: In accordance with the requirements of Schedule 7 Part 1 as supplemented by other provisions in this Contract:	
(i)	.Support the Operating Company's Representative in securing the execution of all Operations in accordance with the requirements of this Contract.
(ii)	Ensure compliance at all times with the Management System.
(iii)	Ensure the successful delivery of maintenance and Winter Service requirements on the Trunk Road network throughout the Unit.
(iv)	Ensure the continual updating of accurate network inventory data in the Director's Management System.
(v)	Identify potential Schemes within the Unit.
(vi)	Liaise with Core Management Team and other Key Staff members to ensure all maintenance and Winter Service activities are undertaken to minimise the effects of congestion to road users and where suitable, coordinate works to enable maintenance activities to be undertaken within the boundaries of a Scheme to reduce the number of traffic management interventions on the Trunk Road network within the Unit.
(vii)	Ensure the health, safety and welfare of all staff involved with Operations.
(viii)	Minimise the environmental impacts of Operations.
(ix)	Provide support to the Journey Time Reliability Coordinator to ensure that role is delivered on a 24 hours a day, seven days a week basis.

Role: Planned Maintenance Manager	The Planned Maintenance Manager shall be responsible for the planning, design and execution of all planned maintenance Schemes (excluding Structures) within the Unit.
Qualifications and Experience	Degree in an appropriate engineering discipline or corporate membership of appropriate engineering institution including the Institution of Civil Engineers, the Institution of Structural Engineers, the Institute of Highway Engineers and the Chartered Institution of Highways and Transportation. It is unlikely that anyone with less seven years' experience relevant to the provision and performance of the role will meet the requirements of the post.
Key Tasks: In accordance with the requirements of Schedule 6 Part 1 as supplemented by other provisions in this Contract	
(i)	Support the Operating Company's Representative in securing the execution of all Operations in accordance with the requirements of this Contract.
(ii)	Ensure compliance at all times with the Management System.
(iii)	Deliver the programme and budget preparation process for all Schemes in accordance with this Contract.
(iv)	Design all planned maintenance Schemes undertaken by, or on behalf of, the Operating Company.
(v)	Ensure the delivery to time and budget of all planned maintenance Schemes whilst meeting the quality requirements.
(vi)	Liaise with the Operating Company's network management personnel to ensure each planned maintenance Scheme minimises the effects of congestion to road users.
(vii)	Liaise with the Major Bridge Manager (Forth Road Bridge), the Major Bridge Manager (Queensferry Crossing) and the Gantry Manager whichever is appropriate, and the Design Manager to ensure all requirements of this Contract relating to Structures are adhered to as part of each planned maintenance Scheme.
(viii)	Liaise with the Operations Manager and Journey Time Reliability Coordinator to ensure all requirements of this Contract relating to maintenance and Winter Service, including access to the site, are taken into account during the planning and delivery of each planned maintenance Scheme.
(ix)	Analyse the data within the pavement management, routine maintenance and management and structures management functions of the Integrated Roads Information System as part of preparation and maintenance of the annual, three year and 10 year rolling programme.
(x)	Ensure the health, safety and welfare of all staff involved with planned maintenance Schemes.
(xi)	Minimise the environmental impacts of planned maintenance Schemes.
(xii)	Ensure duties referred to in Schedule 3 Part 7 with respect to Traffic Scotland Equipment are undertaken.

Role: Planning Application Officer	The Planning Application Officer is the Operating Company's main point of contact for all matters relating to planning applications and management of the development management function of the Integrated Roads Information System.
Qualifications and Experience	<p>It is unlikely that anyone with less than five years' experience relevant to the provision and performance of the role will meet the requirements of the post.</p> <p>The Planning Application Officer will also be required to attend any training organised by Transport Scotland or the Performance Audit Group in relation to the development management function of the Integrated Roads Information System.</p>
Key Tasks: In accordance with the requirements of Schedule 8 Part 2 as supplemented by other provisions in this Contract:	
(i)	Liaise with developers and Transport Scotland in relation to all planning applications and provide advice on the suitability of applications to the Director.
(ii)	Use and comply with the development management function of the Integrated Roads Information System throughout the Contract Period.
(iii)	Assist with applications requiring transport appraisal/assessment, local development plans and any appeal process.
(iv)	Subject to an Order, assist the Director with preparation and administration of minutes or letters of agreement.

Role: Road Safety Manager	The Road Safety Manager is the Operating Company's point of contact for all matters relating to road safety and will be responsible for the management of all road safety and accident investigation and prevention matters including road safety audits.
Qualifications and Experience	It is unlikely that anyone with less than 10 years' experience relevant to the provision and performance of the role will meet the requirements of the post.
Key Tasks: In accordance with the requirements of Schedule 6 Part 3 and Schedule 8 Part 3 as supplemented by other provisions in this Contract:	
(i)	Manage the requirements of road safety and accident investigation and prevention measures including road safety audits until the Service End Date.
(ii)	Nominate appropriate personnel for road safety audit team membership.
(iii)	Ensure adequate information is submitted by the Designer for road safety audits.
(iv)	Provide input into the development control process when relevant.
(v)	Certify all road safety audit reports.
(vi)	Liaise closely and cooperate with the Director, Emergency Services, relevant local authorities and other stakeholders on road safety issues.
(vii)	Attend Route Safety Groups and assist the Director in the development of joint road safety initiatives nationally and in the local area.

<p>Role: Integrated Roads Information System (IRIS) Coordinator</p>	<p>The Integrated Roads Information System Coordinator supports the Business Manager. Responsibilities include the following Operating Company activities associated with the functionality of the Integrated Roads Information System :</p> <ul style="list-style-type: none"> • coordinate software installation on Operating Company devices where applicable, • coordinate training for relevant Operating Company staff, • coordinate day to day usage of Integrated Roads Information System functionality, • coordinate data entry validation and correction procedures, • coordinate reporting requirements, • input views via the Integrated Roads Information System user group to assist the Director to continually develop the functionality of the Integrated Roads Information System.
<p>Qualifications and Experience</p>	<p>Degree, Higher National Diploma or Higher National Certificate, or Scottish Vocational Qualification Level 4 or above in an appropriate engineering discipline relevant to the role.</p> <p>Significant experience within the engineering field and proven understanding of information and communication technology concepts, work practices and methodologies. It is expected the post holder should have at least seven years' relevant experience.</p>
<p>Key Tasks: In accordance with the requirements of Schedule 4 Part 2 and Schedule 7 Part 1 as supplemented by other provisions of this Contract:</p>	
(i)	<p>Provide the Director with the names and email addresses of staff whom the Operating Company has authorised to use the functionality of Integrated Roads Information System functionality and notify the Director of any changes to this information.</p>
(ii)	<p>Attend the Integrated Roads Information System user group at the dates and times notified in writing by the Director.</p>
(iii)	<p>Support the Business Manager and the Director in the rollout and initial training for the Integrated Roads Information System including the routine maintenance & management function of the Integrated Roads Information System during Mobilisation Period 1.</p>
(iv)	<p>Ensure ongoing compliance with the general operational requirements of the routine maintenance & management function of the Integrated Roads Information System in addition to the other functions of the Integrated Roads Information System.</p>

(v)	Ensure compliance with the Management Systems and Quality Plan in the operation of the routine maintenance and management function of the Integrated Roads Information System in addition to the other functions of the Integrated Roads Information System.
(vi)	Arrange with the Director appropriate training for Operating Company staff in the use and operation of the Integrated Roads Information System including the routine maintenance and management function in addition to the other functions of the Integrated Roads Information System.
(vii)	Oversee provision of appropriate Data Capture Device hardware to the Operating Company as required by this Contract.

Role: Structural Health Monitoring (SHM) and Supervisory Control and Data Acquisition (SCADA) Officer	<p>The Structural Health Monitoring and Supervisory Control and Data Acquisition Officer is the Operating Company's point of contact for all matters relating to the Structural Health Monitoring and Supervisory Control and Data Acquisition Systems.</p> <p>The post holder will have broad technical skills and in addition strong soft skills including organisation and planning, negotiations, communications, decision making, problem solving and teamwork, These are particularly important to be able to manage the high personnel stress levels that can result from dealing with a potential system emergency.</p>
Qualifications and Experience	<p>Degree in electronic engineering, electrical engineering, control systems, instrumentation or other discipline relevant to the role.</p> <p>At least 7 years experience in a similar area of operation with at least 3 at senior level.</p>
Key Tasks: In accordance with the requirements of Schedule 7 Part 7 as supplemented by other provisions of this Contract:	
(i)	Collect information and interpret technical problems.
(ii)	Document Structural Health Monitoring and Supervisory Control and Data Acquisition Systems related issues accurately and quickly.
(iii)	Be capable of working under extreme pressure and in some instances for extended periods of time.
(iv)	Provide 24 hours a day, seven days a week basis support.
(v)	Support remote systems management.
(vi)	Understand all related security issues and the potential serious consequences of a system failure.
(vii)	Manage redundant systems effectively.
(viii)	Implement new technologies to improve efficiency, connectivity and communications.
(ix)	Stay up to date on rapidly changing Supervisory Control and Data Acquisition System technologies.
(x)	Design, code, test, integrate and document Supervisory Control and Data Acquisition System software changes following a consistent Supervisory Control and Data Acquisition Systems maintenance plan.
(xi)	Provide resources to maintain 100% availability/uptime.
(xii)	Identify key risk factors in 'real world' software projects and make defensible and informed decisions for mitigating those risks.

Role: Skid Resistance Manager	The Skid Resistance Manager is responsible for managing activities relating to the skid resistance requirements in the <i>Design Manual for Roads and Bridges</i> and the <i>Guidance Document for Implementing a Skid Resistance Policy</i> issued by Transport Scotland.
Qualifications and Experience	It is unlikely that anyone with less than five years' experience relevant to the provision and performance of the role will meet the requirements of the post.
Key Tasks: in accordance with the requirements of Schedule 4 Part 1 as supplemented by other provisions in this Contract:	
(i)	Nominate personnel for and manage a skid resistance policy team to deliver the skid resistance requirements of this Contract.
(ii)	Manage the annual cycle of skid resistance management activities including production of the monthly progress reports and annual report.
(iii)	Liaise and coordinate with the Planned Maintenance Manager to ensure recommendations arising from skid resistance management activities are incorporated into the programme and budget preparation process.
(iv)	Liaise and coordinate with the Operations Manager on Scheme identification and ensure that skid resistance management detailed Site investigations requirements are undertaken as part other activities where practicable to minimise disruption on the Trunk Road network.
(v)	Attend with a practitioner from the skid resistance team a Transport Scotland Skid Policy User Group a minimum of four times in each Annual Period.

Role: Winter Service Manager	The Winter Service Manager is responsible for all aspects of planning and delivery of the Severe Weather service. He is assisted by Winter Service Duty Officers.
Qualifications and Experience	<p>It is unlikely that anyone with less than seven years' experience relevant to the provision and performance of the role will meet the requirements of the post.</p> <p>Within a rolling period of seven years, the Winter Service Manager must have attended weather forecasting training or refresher courses and received training on the operation of road weather information systems and will be expected to complete training on all systems used to determine, monitor and record satisfactory delivery of the Winter Service including data logging and GPS tracking.</p>
Key Tasks: In accordance with the requirements of Schedule 7 Part 2 as supplemented by other provisions in the Contract:	
(i)	Deliver the Winter Service in accordance with the Winter Service Plan.
(ii)	Authorise proposed winter treatments and provide advice and support to the Winter Service Duty Officers.
(iii)	Initiate and review establishment of the Winter Service desk.
(iv)	Review all Winter Service operations to identify weaknesses noted from observations and reports by Winter Service operators and Winter Service Duty Officers. Identify and report on opportunities to introduce service delivery innovations.

Role: Winter Service Duty Officers	The Winter Service Duty Officers receive and monitor weather forecasts and advise on suitable treatment action and are responsible for the overall coordination of Winter Service operations within the Unit and the collation of information from a range of sources including from Winter Service operators on a 24 hours a day, seven days a week basis.
Qualifications and Experience	<p>Must be trained and competent in the winter decision-making process. Must have attended weather forecasting training or refresher courses and received training on the operation of road weather information systems and must have completed training on all systems used to determine, monitor and record satisfactory delivery of the Winter Service including data logging and GPS tracking.</p> <p>It is unlikely that anyone with less than four years' experience relevant to the provision and performance of the role will meet the requirements of the post.</p>
Key Tasks: In accordance with the requirements of Schedule 7 Part 2 as supplemented by other provisions in this Contract:	
(i)	Obtain the daily forecast and forecast updates from the specialist forecast provider.
(ii)	Decide on which treatment actions are to be taken and keep Records relating to each decision made.
(iii)	Advise the Winter Service Manager of updates to the weather forecasts received outside the normal Working Hours.
(iv)	Supply the Traffic Scotland Operations and Infrastructure Service Contractor with the forecasts and action decisions.