

Job Profile

Position Details	
Post	50149713
Service Area	Commercial & Operations, Operations, Network Management
Reports to	Mark Burling
Grade	S01 – P01

Role Purpose
The post holder will be responsible for ensuring the timely dissemination of information regarding noticing/permit applications to all members of the team to ensure delivery of Network Management Duty performance targets set under the New Roads and Street Works Act 1991, The Traffic Management Act 2004 and the Highways Act 1980 and to assist in delivery of Network Management Duty.

Main Responsibilities
<ol style="list-style-type: none"> 1. To maintain the Electronic Transfer of Notices (ETON) register & monitor incoming notice/permit applications for compliance with relevant Codes of Practice. 2. To issue duration challenges/permits in accordance with laid down procedures and guidelines. 3. To proactively assess incoming notice/permit applications and where necessary disseminate information to team members for further investigation/action. 4. To process and issue Fixed Penalty Notices for contravention of NRSWA 1991, TMA 2004 and Highways Act 1980. 5. To assist in the co-ordination of all activities on the highway. 6. To enter records of charges raised onto the database. 7. To draft standard correspondence on day-to-day matter's. 8. To produce reports for the Network Manager detailing noticing/permit applications performance and compliance. 9. To adhere to all council procedures relating to project work including the council's constitution and decision making, financial procedures, standing orders, procurement, health and safety, public consultation, performance management, complaints and communication. 10. To promote the equality of opportunity in the delivery of services and employment practices.

11. To work within the service standards and procedures for the Team as laid down in the guidelines of the Traffic Management Act.
12. To develop constructive relationships and effective communications with key people, with both internal and external bodies, that is critical to the success of the teams' objectives and aims.
13. To ensure effective communication and briefing to Team Leaders/Group Leaders on relevant issues, including project briefs/updates to Neighbourhood Assemblies.
14. To assist in the production of project briefs and reports and provide information to the Network Manager for presentation to the public and Councillors.
15. To assist in meetings with other council services, corporate groups and working parties, the public, voluntary and community organisations and relevant outside bodies and statutory agencies, this will involve working outside normal working hours as required.
16. To ensure prompt and clear responses to all forms of communications to the Team, including complaints, e-mails, telephone calls and letters, from members of the public, Councillors and MP's and other organisations.
17. To undertake other duties consistent with the basic objectives and or duties of the post.
18. To be familiar with the Council's Equal Opportunities Policies and to implement them in relation to the responsibilities of the post.
19. To promote the Council's Equal Opportunities Policies through the recruitment, career development and communication responsibilities of the post

Additional Duties @ PO1

20. To demonstrate thorough understanding of relevant legislation and regulations and to keep abreast of new developments and best practice related to the objectives of the post.
21. Demonstrate training skills and advance knowledge of the 'confirm' software associated with delivery of Utility projects.
22. To assist in procurement and invoicing procedures within the team.
23. Minimum of 3 years' experience in a street works/highways maintenance environment.

Generic Responsibilities

1. Understanding, knowledge and ability to follow guidelines that ensures compliance with Health and Safety at Work, Data Protection and other statutory requirements.

2. Understanding and commitment to promoting and implementing the Council's Equal Opportunities policies.
3. Knowledge and experience of using IT.
4. To undertake any other temporary responsibilities aligned with the overall purpose and grade of the role.

Knowledge, Qualifications, Skills and Experience	Essential or Desirable
<u>QUALIFICATIONS/EXPERIENCE</u>	
<ul style="list-style-type: none"> • Experience of Street Works and Highway Works legislation and the practical issues associated with maintaining and improving the street environment. 	E
<ul style="list-style-type: none"> • Practical experience of implementing responsive and high quality service that satisfies the needs of an ethnically and culturally diverse inner city borough. 	E
<ul style="list-style-type: none"> • Experience of communicating and negotiating effectively both verbally and in writing to members of the public, business representatives, contractors and council members. 	E
<ul style="list-style-type: none"> • Experience in the use of IT including Street Works software, word processing packages, spreadsheets, presentation packages and databases. 	E
<u>KNOWLEDGE AND SKILLS</u>	
<ul style="list-style-type: none"> • An understanding of the practical issues and legislation relating to the objectives of the post. 	E
<ul style="list-style-type: none"> • An awareness of environmental issues affecting a borough with diverse social, economic and commercial needs and differing streetscapes. 	D
<ul style="list-style-type: none"> • Ability to manage own time and work under pressure to tight deadlines and conflicting demands whilst working effectively as a team member. 	E
<ul style="list-style-type: none"> • Ability to develop workable and innovative solutions in problem solving situations. 	E
<ul style="list-style-type: none"> • Proven ability to communicate effectively (both written and orally) and to present information and advice clearly and concisely within and outside the council. 	E
<ul style="list-style-type: none"> • Ability to prioritise and work effectively under pressure and with due regard to both Key and Local performance indicators. 	E
<ul style="list-style-type: none"> • Ability to work constructively across professional boundaries and sectors. 	E
<ul style="list-style-type: none"> • To be familiar with the Council's Equal Opportunities Policies and to implement them in relation to the responsibilities of the post. 	E
<ul style="list-style-type: none"> • To promote the Council's Equal Opportunities Policies through the recruitment, career development and communication responsibilities of the post. 	E
<ul style="list-style-type: none"> • Thorough understanding of the importance of valuing diversity and equal opportunities in an ethnically and culturally diverse area. 	E
<ul style="list-style-type: none"> • Thorough understanding of quality and customer care issues and their importance. 	E

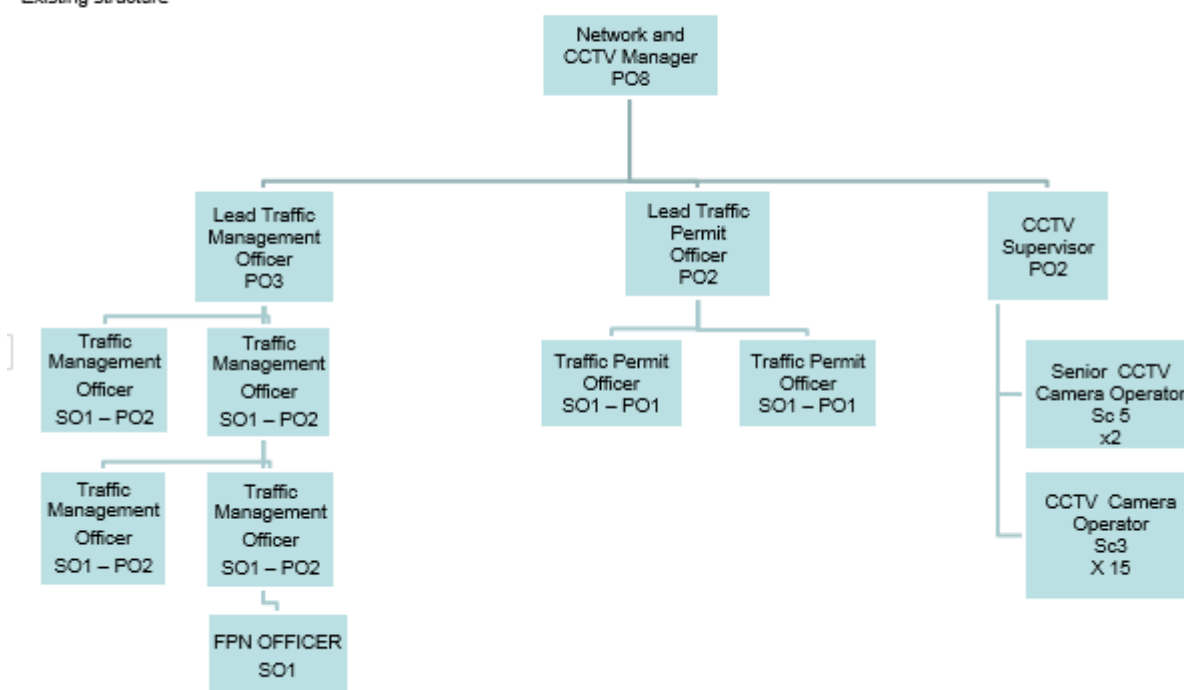
<ul style="list-style-type: none"> Understanding of the responsibilities of the council, managers and staff in respect of health and safety issues. 	E
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Main Contacts & Other Information
<u>Main Contacts:</u> Mark Burling

Organisational Structure
Please provide organisation structure chart.

Network Management

Existing structure



Additional Information

Please complete the additional information as fully as you can.

Supervision / Management of People				
Please indicate which group best describes the total number of staff the post holder is responsible for:				
None	Up to 5 staff	6 to 15 staff	16 to 49 staff	50 plus staff
X				
Are the staff based at the same work location?				Yes
Will the post holder be responsible for contract / agency / project staff?				No

In the normal course of their duties would it be reasonable to expect the job holder to undertake, or be involved in, any of the following on a regular basis.

If Yes, please provide an estimate of the % of their working day this involves.

Work Environment					
Activity	Yes/No	% of working day	Activity	Yes/No	% of working day
Office duties.	Yes	100%	Use of a computer.	Yes	90%
Audio typing.	No		Crisis or conflict situations.	No	
Walking more than a mile.	No		Manual handling.	No	
Working alone or in isolation.	No		Working in confined spaces.	No	
Driving a car, van or minibus.	No		Preparing or serving food.	No	
Exposure to infectious diseases, e.g. Tuberculosis (TB) or Hepatitis B.	No		Working in awkward positions, e.g. stooping, bending, reaching.	No	
Exposure to substances hazardous to health, including lead, asbestos or radioactive substances.	No		Operating heavy or hazardous machinery including forklifts, diggers or cranes.	No	
Regular and repetitive movements.	Yes	80%	Working shifts / unsocial hours, nights.	No	
Outdoor work involving uneven surfaces.	No		Standing or sitting for prolonged periods.	Yes	80%

Activity	Yes/No	% of working day	Activity	Yes/No	% of working day
Working shifts / unsocial hours / nights.	No		Working at heights / on ladders, roof work.	No	
Teaching, or responsibility for, children.	No		Outdoor work involving extremes of temperature.	No	
Electrical hazards.	No		Control and restraint.	No	

Resources – identify & list personal and identifiable accountability for physical and financial resources including those of clients:
No
Cash/Financial Resources - Is the post personally and identifiably accountable for the accurate handling / security of cash and cheques? If yes, specify the average amount controlled at any one time and the nature of the accountability:
No
Plant/Equipment - is the post personally accountable for the proper use / safekeeping of plant / equipment? If yes, please indicate the type(s) of plant/equipment and the nature of the accountability:
No
Stocks/Materials - Is the post personally accountable for materials / items of stock? If yes, please indicate the type and approximate value and the nature of accountability:
No
Data Systems - is the post personally accountable for the use, manipulation and safekeeping of data systems whether manual or computerised? If yes please indicate the type of system(s) and the nature of the accountability, whilst explaining the importance of the data systems to the Council's operations:
No
Buildings - Is the post personally accountable for the proper use and safekeeping of buildings? If yes please indicate the type of building(s) concerned and the nature of the accountability:
No