

# Job Profile

Position Details	
Post	Traffic Permit Officer
Service Area	Commercial & Operations, Operations, Network Management
Reports to	Lead Traffic Permit Officer
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"><li>1. To maintain the Electronic Transfer of Notices (ETON) register &amp; monitor incoming notice/permit applications for compliance with relevant Codes of Practice.</li><li>2. To issue duration challenges/permits in accordance with laid down procedures and guidelines.</li><li>3. To proactively assess incoming notice/permit applications and where necessary disseminate information to team members for further investigation/action.</li><li>4. To process and issue Fixed Penalty Notices for contravention of NRSWA 1991, TMA 2004 and Highways Act 1980.</li><li>5. To assist in the co-ordination of all activities on the highway.</li><li>6. To enter records of charges raised onto the database.</li><li>7. To draft standard correspondence on day-to-day matters.</li><li>8. To produce reports for the Network Manager detailing noticing/permit applications performance and compliance.</li></ol>

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.

Additional Duties @ PO1

17. 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.
18. Demonstrate training skills and advance knowledge of the 'Confirm' software associated with delivery of street works projects.
19. To assist invoicing procedures within the team.
20. 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
<p><b><u>QUALIFICATIONS/EXPERIENCE</u></b></p> <ul style="list-style-type: none"> <li>• Experience of Street Works and Highway Works legislation and the practical issues associated with maintaining and improving the street environment.</li> <li>• Practical experience of implementing responsive and high quality service that satisfies the needs of an ethnically and culturally diverse inner city borough.</li> <li>• Experience of communicating and negotiating effectively both verbally and in writing to members of the public, business representatives, contractors and council members.</li> <li>• Experience in the use of IT including Street Works software, word processing packages, spreadsheets, presentation packages and databases.</li> </ul> <p><b><u>KNOWLEDGE AND SKILLS</u></b></p> <ul style="list-style-type: none"> <li>• An understanding of the practical issues and legislation relating to the objectives of the post.</li> <li>• An awareness of environmental issues affecting a borough with diverse social, economic and commercial needs and differing streetscapes.</li> <li>• Ability to manage own time and work under pressure to tight deadlines and conflicting demands whilst working effectively as a team member.</li> <li>• Ability to develop workable and innovative solutions in problem solving situations.</li> <li>• Proven ability to communicate effectively (both written and orally) and to present information and advice clearly and concisely within and outside the council.</li> </ul>	<p>E</p> <p>D</p> <p>E</p> <p>E</p> <p>E</p> <p>D</p> <p>E</p> <p>E</p> <p>E</p>

<ul style="list-style-type: none"> <li>• Ability to prioritise and work effectively under pressure and with due regard to both Key and Local performance indicators.</li> </ul>	E
<ul style="list-style-type: none"> <li>• Ability to work constructively across professional boundaries and sectors.</li> </ul>	E
<ul style="list-style-type: none"> <li>• Thorough understanding of the importance of valuing diversity and equal opportunities in an ethnically and culturally diverse area.</li> </ul>	E
<ul style="list-style-type: none"> <li>• Thorough understanding of quality and customer care issues and their importance.</li> </ul>	E

#### Main Contacts & Other Information

##### Main Contacts:

1. Residents
2. Members
3. Utility companies
4. Contractors
5. Other Council Officers
6. Transport for London