

Civic Pride

Traffic Survey Technician
Job Description and Person Specification

July 2013

Job Description

Job Title:	Traffic Survey Technician
Department:	Civic Pride
Function:	Transportation
Team:	Strategy
Post number:	EG0050
Grade:	LBR6
Hours/weeks: <i>E.g. 36 hours/52.14 weeks</i>	36 hours
Base location:	Lynton House and on Borough Roads. Role has a 40/60 office and outside function
Reports to: <i>Job title</i>	Senior Transport Planning Engineer
Responsible for: <i>Job titles of direct reports</i>	<i>Supervise / oversee the work of 6 casual workers both in office and upon borough roads, allocating, checking and prioritising the delivery of work.</i>
Role purpose and role dimensions: <i>Overview of the job</i>	<p>Overview of role Lead officer responsible for planning and carrying out of road traffic, pedestrian, cycle and speed surveys on the highway network across the Borough (with regard to time and budget constraints) on behalf of the Traffic Engineering and Transport Strategy Teams. To ensure that this activity is adequately managed and resourced and that survey outcomes are checked, collated and summarised as necessary.</p> <p>Contract hours are 36 hours per week and has a 40/60 office and on road surveying mix.</p>
Key external contacts: <i>Organisations</i>	<ul style="list-style-type: none"> • TfL, Police, London Buses • External IT Software Company in relation to Automatic Traffic Counting (ATC) equipment.

<p>Key internal contacts: <i>Job titles or groups of staff</i></p>	<p>Transportation Strategy Team- Receives work for traffic / pedestrian / cycle counts and other projects. Line Management including 1-2-1 meeting. Attends Team Meetings and updates.</p> <p>Traffic Engineering & Highway Maintenance Teams - Receives work for traffic / pedestrian / cycle counts and other projects. Produces reports and data for completion of their projects.</p> <p>Network Management Team – to inform them of survey dates and to co-ordinate survey dates in context of other planned works or diversions upon the public highway which would potentially distort survey findings</p> <p>Casual Worker Pool – organises and trains staff to enable them to carry out all necessary survey work.</p>
<p>Financial dimensions: <i>Budgetary responsibility & amount. Equipment, cash, property etc. for which employee is responsible.</i></p>	<p>Control of a Budget of £5,000 for the upkeep and maintenance of all hardware and software to carry out traffic counts</p> <p>Responsible for maintenance of a large amount of equipment such as heavy drills, Automatic Traffic Counting equipment, and other equipment needed to carry out traffic counts.</p> <p>By virtue of being the primary user of a Council long wheel based van used to carry out survey work post holder in effect takes most responsibility for usage and deployment of this vehicle.</p>
<p>Key areas for decision making:</p>	<p>Lead officer for the Programming of survey work – determining when surveys are carried out and prioritisation of work load. This can affect ability of Service Area to finalise reports and bid for external funding or delay programme for delivery of infrastructure. Programming also needs to take into account Area Committee report deadlines.</p> <p>Responsible for determining most appropriate positions for placing survey equipment on site with regard to technical and health and safety considerations and effect upon traffic flows.</p> <p>Most survey work is programmed well in advance however the position holder is often required to reprioritise work at very short notice due to changing deadlines or change in relative work priorities.</p>

<p>Other considerations: <i>E.g. working patterns</i></p>	<p>Work Schedule is heavily planned and is a key element of the job. Work is prioritised according to deadlines of clients (usually other Teams within Service Area) for them to complete reports in time to meet Area Committee deadlines, bid for external funding or programme works. Other non priority work is programmed to work around priorities.</p> <p>Vast majority of survey work cannot be carried out during school holidays as this does not represent normal transport conditions and this needs to be taken into account when programming work. Post holder needs to liaise with colleagues in Network Management Team to co-ordinate survey dates in context of other planned works or diversions upon the public highway which would potentially distort survey findings.</p> <p>Work is split between an office element (40%) and carrying out survey work on Borough highways (60%)</p> <p>Role requires some manual lifting of equipment on and off trolley and the van.</p> <p>Full driving licence essential.</p>
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Key accountabilities and result areas:	Key elements:
<p>Lead officer for collection and presentation of data relating to surveys undertaken on the Borough's highway network to ensure that updated and relevant data is collected and presented to inform infrastructure decision reports to Members / Committees and funding bids.</p>	<p>This will involve:</p> <p>Managing staff, plant and equipment resources to ensure this objective is achieved during appropriate periods and at suitable locations.</p> <p>Evidence collected on traffic volume and speed data across the Borough allows the Council to monitor usage and changes in usage.</p> <p>Uploading of data onto computer and manipulation of data to produce reports.</p>
<p>Programme, control and monitor a large number of projects simultaneously from inception to completion to ensure delivery within budget and that deadlines and required quality standards are met.</p>	<p>This will involve:</p> <p>Liaising with various internal colleagues to ensure work is carried out in good time to allow for completion of transport improvements and for the Service Area to bid for external funding for future projects.</p> <p>Liaising also is required with equipment suppliers, residents, external contractors, Members of the Council, the Police, TfL and London Buses.</p>
<p>Organise and supervise casual worker pool for completion of survey work and office based work. To ensure delivery within budget, and that deadlines and required quality standards are met.</p>	<p>This will involve:</p> <p>Making best use of resources on actual days of survey, redirecting such resources to alternative locations or survey activities in the light of staff availability, weather conditions or unexpected circumstances.</p>

Effective utilisation and performance of casual working staff to ensure staff are fully conversant with equipment, procedures and health & safety guidelines	<p>This will involve:</p> <p>Undertaking 1-2-1 training on equipment with staff members, demonstration of health & safety factors and general guidance as necessary, ensuring that Standing Orders, health & safety practices within the workplace, contractual clauses and industrial standards are complied with as required.</p>
Responsible within budget parameters for deployment and maintenance of a large amount of equipment such as heavy drills, Automatic Traffic Counting equipment, and other equipment needed to carry out traffic counts to ensure ongoing equipment suitability and safety	<p>This will involve:</p> <p>Regular inspection of equipment and commissioning of repairs/ replacements if necessary.</p> <p>Determining on site the appropriate positioning of equipment.</p> <p>First point of contact regarding ongoing usage of van given virtual 100% usage of this vehicle to carry out survey work.</p>
Provide support to the function/service and be the first point of contact for service users/clients/members of the public relating to highway data collection activities	<p>This will involve:</p> <p>Prompt handling of queries relating to existing data availability and arranging of future survey work received from internal and external sources and responding in a professional manner.</p> <p>Making suggestions to line management on methods and procedures to improve service delivery and quality of work.</p>
General accountabilities and responsibilities	
Green Statement	<p>This will involve:</p> <ul style="list-style-type: none"> Seeking opportunities for contributing to sustainable development of the borough, in accordance with the Council's commitment to making Redbridge a cleaner, greener place to live. In particular, demonstrating good environmental practice (such as energy efficiency, use of sustainable materials, sustainable transport, recycling and waste reduction) in your job.
Data Protection/Confidentiality	<p>This will involve:</p> <ul style="list-style-type: none"> Complying with the Data Protection Act 1998 – treating all information acquired through your employment, both formally and informally, in strict confidence and in accordance with Caldicott principles. Complying with the Code of Conduct, other practice guidelines and the rules and protocols defining employees' access to and use of the Council's databases and systems. Any breaches could result in disciplinary measures. Maintaining client records and archive systems in accordance with departmental procedure, policy and statutory requirements.

Conduct and Whistleblowing	<p>This will involve:</p> <ul style="list-style-type: none"> Complying with the requirements of the Code of Conduct and maintaining high standards of personal conduct, honesty and integrity. You have a duty to raise any impropriety or breach of procedure to the appropriate level of management. Employees making such disclosures (whistleblowing) are protected and may make them without fear of recrimination.
Safer Working	<p>This will involve:</p> <ul style="list-style-type: none"> Commitment to safeguarding and promoting the welfare of children, young people and vulnerable adults. Where you work in such a post the Council will require a CRB Disclosure check and references will be taken up prior to interview.
Equalities	<p>This will involve:</p> <ul style="list-style-type: none"> Complying with the Council's strong commitment to achieving equality of opportunity and outcomes in its services to the community and in the employment of people. You are expected to understand, comply with and promote Council policies in your work, to undertake any appropriate training and to challenge any prejudice and discrimination.
Customer Care	<p>This will involve:</p> <ul style="list-style-type: none"> Complying with corporate and service area customer service standards and promoting the development of high quality, individualised and customer-led services.
Health and Safety	<p>This will involve:</p> <ul style="list-style-type: none"> Being responsible for your own Health & Safety, as well as that of colleagues, service users and the public. Employees should co-operate with management, follow established systems of work, use protective equipment where necessary and report defectives and hazards to management.
To contribute as an effective and collaborative member of the team	<p>This will involve:</p> <ul style="list-style-type: none"> Taking responsibility for continuing self-development and participating in training and development activities. Participating in the ongoing development, implementation and monitoring of the service plans. Supporting and contributing to value for money, service efficiencies and improvements.
Flexibility	<p>This will involve:</p> <ul style="list-style-type: none"> The above-mentioned duties are neither exclusive nor exhaustive. From time to time you may be required to undertake responsibilities outside the normal remit of your Job Description as required by the line manager, and are broadly within your the grading level and competence.

Person Specification

Job Title:	Traffic Survey Technician		
		<i>Method of candidate assessment: A = Application form I = Interview T = Test. Weighting: 3 = most important, 2 = least important</i>	A - I - T Weighting
Minimum education/ qualifications:	<ul style="list-style-type: none"> NVQ Level 3 or general education to A level standard or equivalent qualification / training <i>Or</i> Equivalent experience (e.g. development of relevant skills; previous on-the-job training; demonstrate competence at required level) 	A, I	2
	<ul style="list-style-type: none"> Experience of working with relevant specialised equipment 	A, I	2
	<ul style="list-style-type: none"> Previous experience in survey related role 	A, I	2
	<ul style="list-style-type: none"> Ability to work to deadlines and prioritise workloads, and achieve results working with and through colleagues. 	A, I	3
	<ul style="list-style-type: none"> Ability to organise and supervise small staff team pool for completion of survey work and office based work. 	A, I	3
	<ul style="list-style-type: none"> Have basic knowledge of contract procedures and conditions relevant to the construction professions 	A, I	2
	<ul style="list-style-type: none"> Awareness of legislation relating to health & safety , especially within the construction industry and ability to demonstrate health & safety considerations to casual working staff pool 	A, I	2
	<ul style="list-style-type: none"> Working knowledge of MS-Office (or similar) systems, equipment, processes and procedures including intermediate proficiency in relevant software packages. 	A, I	2
	<ul style="list-style-type: none"> Ability to problem solve independently. 	A, I	3
	<ul style="list-style-type: none"> Ability to communicate clearly orally, and in writing, to ensure effective reporting and customer/contact handling 	A, I	2
	<ul style="list-style-type: none"> Ability to work as part of team 	A, I	3
	<ul style="list-style-type: none"> Numeracy & Literacy skills. 	A, I	2
	<ul style="list-style-type: none"> Effective I.T. skills. 	A, I	2

Minimum experience/ knowledge/ skills:	<ul style="list-style-type: none"> Ability to understand relevant policies and procedures, as they affect the role, and the quality standards and outputs required in the job 	A, I	2
	<ul style="list-style-type: none"> Ability to assess data and present information, and to identify problems. 	A, I	2
	<ul style="list-style-type: none"> Experience of planning and organising of own and other allocated work activities/tasks 	A, I	3
	<ul style="list-style-type: none"> Ability to be flexible and to be able to respond to customer needs 	A, I	2
	<ul style="list-style-type: none"> Ability to comply with Council regulations, including health and safety. 	A, I	2
Minimum competencies: Customer focus	Demonstrate tact and diplomacy in dealing with sensitive issues relating to staff and members of the public	A, I	3
	Demonstrate the ability to communicate effectively and positively with the public and staff within the Council	A, I	3
	Respond and resolve enquiries and problems, judging when to pass complex queries on to or involve others, in order to provide an effective service and clear advice to colleagues and customers.	A, I	2
	Provide support to the function/service and be the first point of contact for service users/clients/members of the public relating to highway network data collection	A, I	2
Communicating and influencing	Support the organisation of internal and external activities/events, collating and recording defined information documentation as requested and establishing deadlines, to ensure activities are administered efficiently. Preparation of/for such activities may take place over a period of months.	A, I	2
	Communicate and liaise with service users and/or external contacts, representing the work unit within the department/directorate as required.	A, I	2
Building relationships, working together and in partnership	Work effectively with team members and others across the Council in providing and promoting a service	A, I	2
Respecting & implementing diversity	Comply with the Council's commitment to achieving equality of opportunity	A, I	2

Planning, organising & achieving results	Be self motivated and show ability to motivate other staff	A, I	3
	Ability to programme, control and monitor a large number of projects simultaneously from inception to completion.	A, I	3
	Ability to organise and supervise casual worker pool for completion of survey work and office based work.	A, I	3
Embracing change	Provide a service responsive to the changing needs of the customer, function/service requirements.	A, I	2
Managing and developing people	Oversee/supervise the work of others (directly or indirectly as the most experienced team member). E.g. allocating, checking and prioritising their work to deliver a range of services and training staff regarding equipment use and IT interface	A, I	3
Special conditions:	Ability to lift and carry equipment	A, I	3
	<p>A valid driving licence and the use of a car for work. (Reasonable adjustments will be considered for disabled candidates)</p> <p><i>This post has been designated as safety critical, in accordance with the Council's Alcohol, Drugs and Substance Misuse Policy. Employees in designated Safety Critical roles are prohibited from consuming alcohol at any time during their normal working hours, including breaks and when on-call.</i></p> <p>Work has a 40 /60 split between office and upon highways carrying out and supervising survey work</p>	A, I, T	3
Signature of Employee:	Name:	Date:	