

Civic Pride

Street Works Technical Officer Job Description and Person Specification

May 2015

Job Description

Job Title:	Street Works Technical Officer
Department:	Civic Pride
Function:	Transportation
Team:	Network Management & Street Works Co-ordination
Post number:	EG0218
Grade:	LBR5
Hours/weeks: <i>E.g. 36 hours/52.14 weeks</i>	36 hours/52.14 weeks
Base location:	Mainly office-based
Reports to: <i>Job title</i>	Team Manager
Responsible for: <i>Job titles of direct reports</i>	<i>No direct line management but may be responsible for the supervision of trainee and work placement employees on occasion</i>
Role purpose and role dimensions: <i>Overview of the job</i>	To be part of a group of technical staff to deliver the Traffic Management Act 2004 and New Roads and Streetworks Act 1991. This technical role fulfils an important function within the street works team in monitoring incoming permit applications, checking for conflicts, producing permit application reports, and to accurately recording registration data from all works promoters, dealing with failed/rejected batches and general system administration.
Key external contacts: <i>Organisations</i>	All Stake holders mainly Thames Water, National Grid Gas, UK Power Network, Openreach(BT), Essex & Suffolk Water, T Mobile/Vodafone, London Buses, TfL, Network Rail, Met Police Traffic Management Unit, Neighbouring Boroughs, residents etc.
Key internal contacts: <i>Job titles or groups of staff</i>	Highways Engineering, Traffic Engineering, Parking, Planning, Legal, Finance, LBR Contractors.
Financial dimensions: <i>Budgetary responsibility & amount. Equipment, cash, property etc. for which employee is responsible.</i>	Preparing LoPS permit fees, defect inspection charges, Sample Inspection fees, Section 74 invoices and Section 50 invoices. Monitoring the LoPS Draft Invoice agreements/responses, Monitoring the LoPS Final Invoice payments and chasing up unpaid invoices, Monitoring Sample Inspection Fee/Charges invoice agreements/responses, Monitoring Draft/Final Defect Inspection Fee/Charges Invoice payments. Liaison with Finance Dept.

	Make decisions on emergency call outs and whether works can wait or proceed.
Other considerations: <i>E.g. working patterns</i>	

Key accountabilities and result areas:	Key elements:
Policy and Legislation	<p>This will involve:</p> <p>Maintain up to date knowledge of all relevant legislation and procedures in order to deliver duties effectively.</p> <p>Ensure project design and implementation complies with all aspect of Construction (Design and Management) Regulations, including risk assessments.</p> <p>Ensure compliance with Standing Orders, contractual clauses and industrial standards.</p> <p>To gather all relevant information such as witness statements and legal documentation required in instances of prosecution against statutory undertakers</p>

Administration	<p>This will involve:</p> <p>Produce within an agreed programme as required and at the appropriate time, all documentation necessary for the efficient administration of all allocated projects within the scope of a Technician/Engineer's responsibility ensuring all relevant research has been undertaken and evaluated. Provide information on all projects at the appropriate period to enable reports to be made to managers, Committees and Members.</p> <p>To generate Sample Inspections and input defect notifications onto the street works Register and raise monthly invoices for defect charges and Section 74 overrun charges.</p> <p>To give full technical administrative support to the Traffic Manager/ Team Manager.</p> <p>Assist in administering of reinstatement inspections and run inspection reports to improve efficiency of the team.</p> <p>Administer the Fixed Penalty Notice (FPN) scheme under the TMA 2004 providing support where necessary to the team</p> <p>To enter daily inspection reports from Street Works Officers onto the Street works Register ensuring chargeable follow up site visits are made on appropriate future dates to maximise income, maintaining accurate filed archives of such reports.</p> <p>Process purchase orders and invoices under the direction of the Traffic Manager.</p> <p>Arrange NRSWA statutory Quarterly Coordination meetings with utility companies and external agencies; prepare agendas and supporting documentation and draft and distribute minutes.</p> <p>To maintain and update the computerized record of all invoicing and charges against individual utilities, ensuring accurate and timely data.</p> <p>To set up regular finance meetings with utility companies to discuss invoices and charges against the utilities including non-payment.</p> <p>To operate management information systems and assist in producing regular reports. Assist with the production and monitoring of monthly performance indicators.</p>
Communications	<p>This will involve:</p> <p>To assist the Traffic Manager and Team Manager in queries relating to works on the highway from Ward Members, other Council officers/departments and members of the public</p> <p>To liaise with the team members and organise/manage coring programmes of completed reinstatements and compile reports on the results for publishing at co-ordination meetings etc with external stakeholders.</p> <p>Communicate with clients, customers, residents, external contractors and Members of the Council as appropriate to level of responsibility and assist in presentations to customers and Members relating to projects involving postholder.</p> <p>Develop and input into the London Permit Scheme annual evaluation report.</p>

Notices and Permits	<p>This will involve:</p> <p>To ensure that Electronic and Manual notices/permits from Statutory Undertakers and Highways Authorities are successfully received and thoroughly checked to ensure accuracy and compliance to NRSWA 1991 and TMA 2004, generating Fixed Penalty Notices as required.</p> <p>Particular responsibility for handling all permits for major works applications processes.</p> <p>To instruct the Council's Legal Department's Debt Recovery division or other sections to ensure that where offence(s) or defects have occurred, the Council's costs incurred in obviating a danger or the making good of any defect(s) are recovered in full.</p> <p>Coordination of major works programme.</p>
Service Delivery and Improvement	<p>This will involve:</p> <p>Contribute to the Traffic Manager's Team to recommend service delivery improvements.</p> <p>Monitoring of major works to check if there are overruns.</p>
	This will involve:
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 DBS 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 grading level and competence.

Person Specification

Job Title:	Street Works Technical Officer		
<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:	GCSE or equivalent (A-C grades) in English and Mathematics	A-I	2

Minimum experience/ knowledge/ skills:	<ul style="list-style-type: none"> Be able to demonstrate the ability to programme, control and monitor a large number of projects simultaneously from inception to completion. To produce reports for site inspections to be undertaken by Inspectors etc under Section 74. To have knowledge and understanding of relevant legislation relating to highway matters including the Highways Act 1980, London Permit Scheme, New Roads and Street Works Act 1991 and The Traffic Management Act 2004. To have the knowledge and ability to produce reports on statistics and performance related activities relating to both internal performance and utility company performance. Handling permit and Section 50 related fees, penalty charges and associated cheque requisitions and invoices in conjunction with finance department. 	A-I A-I A-I-T A-I-T A-I	2 2 3 3 3
Minimum competencies: Driving Improvement	Suggest new initiatives relating to good practice in conjunction with the Service Manager.	A-I	2
Customer Service	<ul style="list-style-type: none"> Is constantly mindful of equality and diversity issues in providing services and seeks to avoid unwitting discrimination. Seeks regular feedback from customers about services provided and uses this to recommend continuous improvement to services 	A-I A-I	2 2
Adaptability	<ul style="list-style-type: none"> Manages time and prioritizes work in an effective and productive way. Maintains high ethical standards both personally and professionally; shows integrity and is reliable and trustworthy. Manages own stress, remaining objective and stable in stressful situations, and accepting criticism without becoming hostile or over-defensive. Demonstrates awareness of own personal strengths and weaknesses, understands the impact of these on others, and takes action to modify own behaviour accordingly. A flexible and cooperative attitude 	A-I A-I A-I A-I A-I	2 2 2 2 3
Working Together	<ul style="list-style-type: none"> Ability to maintain good working relations with statutory undertakers 	A-I	2
Communicating and Influencing Others	<ul style="list-style-type: none"> Is constantly mindful of equality and diversity issues in providing services and seeks to avoid discrimination. Seeks regular feedback from customers about services provided and uses this to recommend continuous improvements to services. Promotes and gives a positive image of both the Council and own service. Be able to access and communicate information through information technology. Good telephone manner, ability to deal tactfully with staff, contractors and members of the public. 	A-I A-I A-I A-I A-I	2 2 2 2 2
Analysis and Judgement	<ul style="list-style-type: none"> Able to make rational realistic and sound decisions based on consideration of all the facts and alternatives available. Draws sound conclusions from information available, makes use of logic and contributes to imaginative solutions. 	A-I A-I	2 2
Special conditions:			