

**NEIGHBOURHOOD AND ENVIRONMENTAL
SERVICES DEPARTMENT
PLACE, COMMUNITIES AND ENTERPRISE
DIRECTORATE**

**Lane Rental Coordination Team Lead
Job Description and Person Specification**

October 2026

Job Description

Job Title:	Lane Rental Coordination Team Lead
Department:	Neighbourhood And Environmental Services Department Place, Communities and Enterprise Directorate
Function:	Streetworks and Network Management
Team:	Lane Rental Team
Post number:	TBC
Grade:	LBR12
Hours/weeks: <i>E.g. 36 hours/52.14 weeks</i>	36 hours (TBC)
Base location:	255-259 Ilford High Road Lynton House IG1 1NY
Reports to: <i>Job title</i>	Street Works and Network Management
Responsible for: <i>Job titles of direct reports</i>	Lane Rental Officer(s), and any agency/temporary staff assigned to Lane Rental functions
Role purpose and role dimensions: <i>Overview of the job</i>	Lead the strategic and operational delivery of the Redbridge Lane Rental Scheme, ensuring compliance with NRSWA, TMA, the Permit Scheme and associated legislation. Manage the Lane Rental function, oversee funding applications, quality assure charges and exemptions, coordinate works across the highway network and lead the Lane Rental team.
Key external contacts: <i>Organisations</i>	• Department for Transport • Transport for London • Utility Companies • Contractors • Metropolitan Police • Developers • Residents • HAUC • Emergency Services
Key internal contacts: <i>Job titles or groups of staff</i>	• Street Works • Network Management • Lane Rental Officers • Highways Maintenance • Legal, Finance • Road Safety
Financial dimensions: <i>Budgetary responsibility & amount. Equipment, cash, property etc. for which employee is responsible.</i>	Budget responsibility: TBC. Responsible for: • Accuracy of Lane Rental charges and fee calculations. • Audit records for all Lane Rental transactions. • Validation of funding applications. • Financial monitoring and reporting associated with the Lane Rental Scheme. • Council equipment, IT systems and confidential information.

Key areas for decision making:	• Approve or reject complex Lane Rental applications and recommend waivers. • Determine eligibility of Fast Track and Standard funding applications. • Prioritise network coordination activities and allocate team workload. • Interpret NRSWA, TMA and Permit Scheme requirements. • Approve technical guidance and service procedures. • Recommend enforcement action and service improvements. • Represent the Council during incidents and major network events.
Other considerations: <i>E.g. working patterns</i>	• Occasional evening and weekend working. • Participation in emergency response arrangements. • Attendance at site meetings throughout the borough. • Attendance at Member meetings, HAUC meetings and stakeholder forums.

Key accountabilities and result areas:	Key elements:
Strategic Leadership	This will involve: Lead the delivery, governance and continuous improvement of the Lane Rental Scheme and ensure statutory compliance.
Network Coordination	This will involve: Monitor permit applications, identify clashes, coordinate collaborative working and minimise disruption.
Funding Management	This will involve: Oversee assessment of funding applications, quality assure recommendations and monitor delivery.
Operational Management	This will involve: Manage Lane Rental Officers, allocate work, monitor performance and provide technical support.
Compliance	This will involve: Ensure compliance with NRSWA, TMA, Highways Act, Permit Scheme and Codes of Practice.
Financial Governance	This will involve: Maintain accurate charging, invoicing, waivers and audit records.
Reporting	This will involve: Prepare reports for Senior Management, Members and the Department for Transport.
Stakeholder Management	This will involve: Represent the Council with utilities, TfL, contractors, developers and partner organisations.
Emergency Planning	This will involve: Provide senior operational support during incidents and network emergencies.
Continuous Improvement	This will involve: Review procedures, analyse performance data and implement service improvements.
Customer Service	This will involve: Manage complex public and Member enquiries and resolve escalated complaints.
Health, Safety & Equality	This will involve: Promote safe working practices and equality, diversity and inclusion across the service.
General accountabilities and responsibilities	

Green Statement	This will involve: ▪ 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	This will involve: ▪ 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	This will involve: ▪ 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	This will involve: ▪ 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	This will involve: ▪ 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	This will involve: ▪ Complying with corporate and service area customer service standards and promoting the development of high quality, individualised and customer-led services.
Health and Safety	This will involve: ▪ 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	This will involve: ▪ 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	This will involve: 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.
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Person Specification

Job Title:	Lane Rental Coordination Team Lead		
<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:	Street Works Supervisor Qualification (NRSWA) or equivalent relevant professional qualification.	A	3
	Relevant management or leadership qualification, or equivalent management experience.	A	2
	Evidence of continuing professional development in highways, street works or network management.	A	2
	Membership of a relevant professional body (desirable).	A	2
Minimum experience/ knowledge/ skills:	Extensive knowledge of the New Roads and Street Works Act 1991, Traffic Management Act 2004, Highways Act 1980, Permit Schemes and associated Codes of Practice.	A/I	3
	Significant experience in street works, network management or highway coordination within a local authority or similar environment.	A/I	3
	Experience managing or supervising staff, including workload allocation, performance management and development.	A/I	3
	Experience assessing complex permit applications, lane rental applications and statutory compliance.	A/I	3
	Experience preparing technical reports and presenting information to senior management, Members and external organisations.	A/I	3
	Ability to analyse complex technical, operational and financial information and make sound decisions.	A/I	3
	Excellent communication, negotiation and stakeholder management skills.	A/I	3
	High level of IT competence, including Microsoft Office and specialist street works systems (e.g. Street Manager).	A/I	2
	Experience working with utility companies, contractors, developers and statutory undertakers.	A/I	3
	Ability to manage competing priorities and deliver work to statutory deadlines.	A/I	3
Minimum behaviours: Customer service	Customer Service – Demonstrates commitment to delivering high quality, customer-focused services and resolving enquiries professionally.	I	3
Communicating and influencing others	Communicating and Influencing Others – Communicates clearly and confidently with colleagues, Members, residents and external stakeholders, influencing outcomes through effective negotiation.	I	3
Working together	Working Together – Builds productive relationships across services and with external partners to improve service delivery.	I	3
Analysis and judgement	Analysis and Judgement – Uses evidence and professional judgement to make informed decisions and solve complex problems.	I/T	3

Driving improvement	Driving Improvement – Identifies opportunities to improve processes, efficiency and performance and supports innovation.	I	2
Adaptability	Adaptability – Responds positively to changing priorities, legislation and operational requirements.	I	2
Leadership and managing people (for those with line management responsibility)	Leadership and Managing People – Provides effective leadership, develops staff, manages performance and promotes a positive team culture.	I	3
Strategic perspective (for senior management posts)	Strategic Perspective – Understands wider corporate priorities and contributes to the development and continuous improvement of the Lane Rental and Network Management service.	I	2
Special conditions:	Ability to work occasional evenings and weekends to support planned highway works, emergency incidents, public events and operational requirements.	A / I	2
	Ability to travel throughout the borough to attend site visits, inspections, meetings and training events.	A / I	2
	Full UK driving licence (or ability to meet the travel requirements of the post) is desirable.	A	2
	Ability to participate in the Council's emergency planning and out-of-hours response arrangements when required.	A / I	2
	Ability to work both independently and as part of a team in an office and site-based environment.	I	2
	Willingness to undertake relevant professional training and maintain competency in street works, permit schemes and lane rental legislation.	A / I	2
	Ability to use Display Screen Equipment (DSE) and undertake site inspections in varying weather and traffic conditions, complying with the Council's Health and Safety procedures.	A / I	2