

## JOB DESCRIPTION

<b>Post Title:</b> Network Technical Assistant	<b>Director/Service/Sector:</b> Network Management, Technical Services		<b>Office Use</b>
<b>Grade:</b> Band 4	<b>Workplace:</b> County Hall		<b>JE ref:</b> 3148
<b>Responsible to:</b> Permit Officer (Street Works)	<b>Date:</b> September 2019	<b>Manager Level:</b>	<b>HRMS ref:</b>
<b>Job Purpose:</b>	To assist with delivering the Network Management duty under the Traffic Management Act 2004 by ensuring that all street works permits, registrations, licenses and requests are recorded, communicated and managed effectively.		
<b>Resources</b>	Staff	Not applicable	
	Finance	Receipt of payments, recording and collating data to support the preparation of invoices	
	Physical	Regular collection, use and maintenance of data in relevant areas of service delivery. Daily monitoring/management of the of the street works and Road closures email inboxes	
	Clients	Daily involvement with public and private sector organisations including utility companies, members of the public, elected members and other council departments. Some contact can involve having to manage difficult customers and situations when dealing with the siting of illegal skips and scaffolds on the highway that then require registration.	
<b>Duties and key result areas:</b>			
<ul style="list-style-type: none"><li>Assisting with delivering statutory functions in accordance with the New Roads and Street Works Act (NRSWA), the Traffic Management Act and the Highways Act</li><li>Responsible for processing Temporary Traffic Regulation Orders (TTROs) under the relevant sections of the Road Traffic Regulation Act 1984 as amended by the Road Traffic (Temporary Restrictions) Act 1991 including temporary and emergency road closures and speed restrictions.</li><li>Responsible for communication with internal and external bodies, members of the public, elected members, emergency services and other interested parties in relation to the implementation of TTRO's.</li><li>Ensure that all TTRO's are correctly charged for and invoiced</li><li>Responsible for monitoring, promoting and administering the roundabout sponsorship programme adopted by the Council, including generating income through seeking new business and maintaining existing businesses. Making arrangements for setting up agreements, arranging for design work to be translated into signage, arranging planning permissions where necessary and invoicing for advertising.</li><li>Assisting with the Timber Transport Management Plans and liaising with the timber industry either by telephone or written correspondence.</li><li>Responsible for the completion of Section 50 licences – reviewing applications, checking the validity of qualifications, public liability insurance and all accompanying information.</li><li>Preparing information packs for the Streetworks Inspectors to carry out site meetings following receipt of Section 50 licences</li><li>Responsible for dealing with customer requests in relation to;- location of services in the highway,</li><li>Responsible for liaising with other team members regarding;- AIL movements, conflicts on the network, TTRO impacts,</li><li>Processing all incoming requests, applications and payments including Pay.net and cheques (where applicable) in respect of the following licences:<ul style="list-style-type: none"><li>skips, scaffolds, hoardings and deposits of builders materials;</li><li>street works defect notifications</li><li>temporary traffic control notices</li></ul></li><li>Enter application data in to relevant street works systems and databases (including Mayrise)</li><li>Prepare and issue letters, e-mails and correspondence to clients regarding their applications/notices/permits</li><li>Assist with the coordination of events in Northumberland from a Network Management perspective</li><li>Deal with a range of complex telephone queries from colleagues, applicants, utilities, the public and external bodies regarding works on the highway, TTROs, skips, scaffolds, licences, etc.</li><li>Responsible for ensuring that web pages belonging to the team are kept up to date</li><li>Deal with complaints, queries and correspondence of whatever nature, relating to the provision of the service on a daily basis.</li><li>Any other duties appropriate to the nature, level and grade of the post</li></ul>			

The duties and responsibilities highlighted in this Job Description are indicative and may vary over time. Post holders are expected to undertake other duties and responsibilities relevant to the nature, level and extent of the post and the grade has been established on this basis.

**Work Arrangements**

Transport requirements:	Office based with occasional travel to work sites, premises, area offices or training venues
Working patterns:	Normal office hours
Working conditions:	Office base with some outdoor site visits

## PERSON SPECIFICATION

Post Title: Network Technical Assistant		Director/Service/Sector: Network Management, Technical Services		Ref: 3148	
Essential		Desirable			Assess by
Knowledge and Qualifications					
<ul style="list-style-type: none"><li>• Good general standard of education including GCSEs at Grade C or above, or equivalent, in Maths and English or NVQ Level 3 in Business Administration.</li><li>• Knowledge of relevant legislation relating to Streetworks and the Traffic Management Act 2004</li><li>• Knowledge and understanding of good customer service practice</li><li>• Willing to train towards and achieve relevant qualifications</li></ul>		<ul style="list-style-type: none"><li>• City and Guilds Advanced Certificate for the Administration of Street Works Notices</li></ul>			
Experience					
<ul style="list-style-type: none"><li>• Experience of highway network management, street works coordination and or maintenance</li><li>• Significant experience of IT systems including databases and GIS mapping systems</li><li>• Significant experience of clerical and administration procedures</li><li>• Experience of producing and formatting spreadsheets</li><li>• Experience of dealing with difficult and irate customers</li><li>• Experience of working in a high pressure office environment with emphasis on accuracy and achieving deadlines</li><li>• Experience of researching and responding to telephone and email enquiries</li><li>• Experience of working in a customer focused environment</li></ul>		<ul style="list-style-type: none"><li>• Experience of using accredited IT systems for street works coordination</li></ul>			
Skills and competencies					
<ul style="list-style-type: none"><li>• Good interpersonal skills with the ability to communicate effectively at all levels with those internal and external to the authority, both verbally and in writing.</li><li>• Ability to deal with difficult customers and challenging situations in a confident and professional manner</li><li>• Competent in the use of computer applications e.g. word processing, spreadsheets, etc</li><li>• Ability to work under pressure to meet service demands whilst maintaining accuracy and speed</li><li>• Ability to deal with problems and find solutions</li><li>• Ability to organise and prioritise own workload to meet specified deadlines demonstrating effective planning and organisational skills</li><li>• Self-motivated, adaptable and resourceful with effective planning and organisational skills and ability to work with minimal direct supervision</li><li>• Understands the requirement to work methodically and systematically</li></ul>					

<ul style="list-style-type: none"> <li>• Ability to collate, analyse and interpret data from a variety of sources.</li> <li>• Ability to present information in a formal setting.</li> <li>• Ability to work as part of a team.</li> </ul>		
<b>Physical, mental and emotional demands</b>		
<ul style="list-style-type: none"> <li>• Ability to remain calm when dealing with contentious issues</li> <li>• Ability to deal with daily contact from difficult and irate customers in a calm and professional manner</li> <li>• Normally works from a seated position with some need to walk, bend or carry items</li> <li>• Personality, conduct and credibility to engage and command confidence in managers, staff, public and private service users</li> <li>• Ability to work under pressure</li> </ul>		
<b>Motivation</b>		
<ul style="list-style-type: none"> <li>• Dependable, reliable and keeps good time.</li> <li>• Models and encourages high standards of honesty, integrity, openness, and respect for others.</li> <li>• Helps managers create a positive work culture</li> <li>• Proactive and achievement orientated</li> <li>• Motivation and ability to work with minimal supervision</li> </ul>		
<b>Other</b>		
<ul style="list-style-type: none"> <li>• Conscientious and flexible attitude to work.</li> </ul>		

Key to assessment methods; (a) application form, (i) interview, (r) references, (t) ability tests (q) personality questionnaire (g) assessed group work, (p) presentation, (o) others e.g. case studies/visits