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| **Job Description** |
| **Post title** | Technical Works Promotor  |
| **JE Reference No** | N10615 |
| **Grade** | Grade 5  |
| **Service** | Neighbourhood and Climate Change  |
| **Service Area** | Technical Services  |
| **Reporting to** | Programme Performance Officer and Hub Manager |
| **Location** | Your normal place of work will be Meadowfield, but you may be required to work at any Council workplace within County Durham. |
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| **DBS** | This post **is not** subject to a disclosure. |
| **Flexitime** | This post **is** eligible for flexitime. |
| **Politically restricted** | This post **is not** designated as a politically restricted post in accordance with the requirements of Section 1(5) of the Local Government and Housing Act 1989 and by regulations made from time to time by the Secretary of State. |

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| **Description of role** |

To assist in the co-ordination of street works permitting as prescribed by the Durham County Council Street Works Permit Scheme throughout the County and in accordance within the national conditions and regulations for Permit Schemes, Traffic Management Act 2004, New Roads and Street Works Act 1991, Highways Act 1980, Road Traffic Regulation Act 1984 and associated codes of practice. Any other duties required by the Hub Manager and Programme Performance Officer in carrying out the co-ordination of work carried out by Highway Services and any other functions undertaken by the Programme, Performance and Quality Team.

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| **Duties and responsibilities** |

Listed below are the responsibilities this role will be primarily responsible for:

* Responsible for reviewing and submitting permit applications relating to Highway Schemes, routine maintenance and emergency works for Highway Services.
* Responsible for processing variations to permits and adding works comments.
* Responsible for opening, managing and closing Permits through Symology.
* Monitor status of active permits ensuring timely opening and close out.
* Ensure the accuracy of data into specialised back office IT systems and management of data and performance indication.
* Liaise with Hub Manager, Programme Performance Officer, Network Management and operational staff to ensure permit dates are adhered to.
* Liaise with operational teams on a regular basis to ensure active permits have an accurate status.
* Ensure full compliance with Traffic Management Act requirements.
* Undertake ad-hoc audits / quality checks.
* Attend internal / sub-contractor meetings.
* To undertake ad-hoc admin duties as required

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| **Organisational responsibilities** |

* **Values and behaviours**

To demonstrate and be a role model for the council’s values and behaviours to promote and encourage positive behaviours, enhancing the quality and integrity of the services we provide.

* **Smarter working, transformation and design principles**

To seek new and innovative ideas to work smarter, irrespective of job role, and to be creative, innovative and empowered. Understand the operational impact of transformational change and service design principles to support new ways of working and to meet customer needs.

* **Communication**

To communicate effectively with our customers, managers, peers and partners and to work collaboratively to provide the best possible public service. Communication between teams, services and partner organisations is imperative in providing the best possible service to our public.

* **Health, Safety and Wellbeing**

To take responsibility for health, safety and wellbeing in accordance with the council’s Health and Safety policy and procedures.

* **Equality and diversity**

To promote a society that gives everyone an equal chance to learn, work and live, free from discrimination and prejudice and ensure our commitment is put into practice. All employees are responsible for eliminating unfair and unlawful discrimination in everything that they do.

* **Confidentiality**

To work in a way that does not divulge personal and/or confidential information and follow the council’s policies and procedures in relation to data protection and security of information.

* **Climate Change**

To contribute to our corporate responsibility in relation to climate change by considering and limiting the carbon impact of activities during the course of your work, wherever possible.

* **Performance management**

To promote a culture whereby performance management is ingrained and the highest of standards and performance are achieved by all. Contribute to the council’s Performance and Development Review processes to ensure continuous learning and improvement and to increase organisational performance.

* **Quality assurance (for applicable posts)**

To set, monitor and evaluate standards at individual, team and service level so that the highest standards of service are delivered and maintained. Use data, where appropriate, to enhance the quality of service provision and support decision making processes.

* **Management and leadership (for applicable posts)**

To provide vision and leadership to inspire and empower all employees so they can reach their full potential and contribute to the council’s values and behaviours. Managers and leaders must engage in personal development to ensure they are equipped to lead transformational change; always searching for better ways to do things differently to meet organisational changes and service priorities.

* **Financial management (for applicable posts)**

To manage a designated budget, ensuring that the service achieves value for money in all circumstances through the monitoring of expenditure and the early identification of any financial irregularity.

*The above is not exhaustive and the post holder will be expected to undertake any duties which may reasonably fall within the level of responsibility and the competence of the post as directed by your manager.*

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| Person specification |
|  | Essential | Desirable |
| Qualifications | * 4 GCSEs Grade A, B or C including English Language or Literature (or equivalent), Mathematics and a science subject
* A commitment to undertake a recognised qualification in associated discipline (NRSWA
 | * Qualification in New Roads and Street Works Act OR Traffic Management Act.
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| Experience | * Working in a busy environment
* Understanding of local authority procedures and administration.
* Working in a customer services environment
 | * Knowledge of Streetworks / Highway Maintenance Systems
* Knowledge of the work carried out by Highway Services within Durham County Council
* Working in a performance driven service/environment
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| Skills & Knowledge | 1. Data Input
2. Ability to organise work
* Ability to follow instructions and request additional information when required
* Ability to manage time effectively
1. Ability to work individually as well as a member of a team
2. Commitment to quality
3. Commitment to customer service
4. Good interpersonal skills
5. Ability to communicate effectively both orally and in writing
6. Good general ICT skills
 | * Symology Experience
* Knowledge of Permit schemes
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| Personal Qualities | * Pleasant manner when dealing with colleagues and customers
* Flexible approach to work
* Willingness to learn
* Enthusiastic
* Self-motivated
 | * A commitment to personal development
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