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| **Job Description** | |
| **Post title** | Street Works Technical Permit Officer Supervisor |
| **JE Reference No** | N10704 |
| **Grade** | Grade 9 |
| **Service** | Regeneration and Local Services |
| **Service Area** | Technical Services - Traffic & Street Works |
| **Reporting to** | Street Works Permit Team Leader |
| **Location** | Your normal place of work will be County Hall, 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** |

Responsible for the supervision of a team of up to 5 x Technical Permit Officers responsible for technically assessing and co-ordinating highway permit applications raised by works promoters as prescribed by the County Council of Durham Street Works Permit Scheme and in accordance with The Code of Practice for Coordination of Street Works, Code of Practice for Safety at Street and Road Works and all other all relevant legislation.

Any other duties commensurate with the post as directed by the Traffic & Street Works Manager in carrying out the coordination of works carried out by works promoters as well as any other functions undertaken by the Traffic, Street Works and Highway Permit team.

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| **Duties and responsibilities** |

**Operational**

Responsible for the coordination of all works, events and activities on the highway (excluding those on Strategically Significant Streets) in accordance with the Code of Practice for the Coordination of Street Works and Code of Practice for Safety at Street and Road Works, throughout the county to avoid unnecessary conflict thus mitigating disruption to the highway user.

Provide technical advice on the design and execution of the traffic management and road safety requirements for works, events and activities on the highway (excluding those on Strategically Significant Streets), to both internal and external organisations.

Technically assess and where necessary impose conditions on works promoters associated with the duration of works, working hours, width and length of road space occupation, signing, lighting and guarding, road space available to traffic and pedestrians, traffic management (including manual traffic control, portable traffic signals, Stop & Go boards and road closures) and the requirement to consult and publicise works.

Technically assess and where necessary impose conditions on permits in relation to the employment of appropriate construction and engineering methods of construction.

Responsible for ensuring that the Council uses its powers under the New Roads and Street Works Act, Highways Act and Traffic Management Act, associated Statutory Instruments and Codes of Practice effectively, efficiently and equably with all works promotors.

Provide for the safety of and minimise the inconvenience to the highway user and protect the integrity of the highway infrastructure during works activities using the Highway Permit Scheme in an efficient and effective manner.

Assisting in ensuring information regarding planned and emergency work affecting the highway is available for members of the general public and other stakeholders in an accurate and timely manner.

Preparation of correspondence, reports and statistics in relation to the operation of the Highway Permit Scheme and team.

Assist in seeking out, establishing, embracing and utilising new technologies to enhance the efficiency and effectiveness of the Highway Permit Team.

Ensure the accuracy of data entry into specialised back office IT systems and management of data and performance information.

**Performance**

Ensuring the Key Performance Indicators (KPI’s), as set out in The County Council of Durham Road and Street Works Permit Scheme, are met and maintained including assisting in achieving the objective of having no deemed permits.

Responsible for attending weekly meetings with the Highway Permit Team to report to the Street Authority Permit Team Leader on the performance and utilisation of Street Works Technical Permit Officers as well as any other operational issues.

Responsible for actively seeking out and utilising new technologies and performance management tools to enhance and make more efficient the deployment of the Street Works Technical Permit Officers with a view to maximising their utilisation.

**Supervision, Training and Mentoring**

Responsible for training, mentoring and motivating the Street Works Technical Permit Officers and Civil Engineering Apprentices as well as other staff as directed by the Street Authority Permit Team Leader.

Responsible for conducting regular team meetings, one to ones and appraisals with the Street Works Technical Permit Officers.

Responsible for attending seminars and courses associated with the operation of the Highway Permit Scheme and keep abreast of current practice in respect of street works as agreed by the Street Authority Permit Team Leader.

Responsible for approving Street Works Technical Permit Officers annual leave and overtime claims and the like.

Responsible for planning Street Works Technical Permit Officers work hours and shifts and coordinating job rotation.

**Communication**

Responsible for responding, orally and in writing, to all queries and complaints from members of the public, councillors and other individuals in relation to coordination of all works, events and activities on the highway (excluding those on Strategically Significant Streets).

Attend, chair and contribute to meetings with the Highway Permit Team.

Attend seminars and courses associated with the operation of the Highway Permit Scheme and keep abreast of current practice in respect of street works.

**Generic Responsibilities**

To represent the Traffic & Street Works Manager and the Highway Permit Team Leader at various meetings, working parties, panels etc. as directed.

Co-ordinate and participate in internal/external meetings and forums.

Prepared to work overtime, unsociable hours and provide assistance in covering the offices during the hours of 08:30 to 16:30, Monday to Friday.

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 the Traffic & Street Works Manager and Highway Permit Team Leader.

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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 during their work and follow the council’s policies and procedures in relation to data protection and security of information.

* **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 | * NVQ Level 3 or equivalent * National Highway Sector Scheme – Temporary Traffic Management Award or equivalent. * National Highway Sector Scheme 12D M7 – Temporary Traffic Management for Managers, Designers & Technical Officers * Willing to train towards and achieve relevant technical qualifications in Street Works as agreed by the Traffic & Street Works Manager. | * NVQ Level 4 in a technical or engineering discipline. |
| Experience | * Significant experience of technically reviewing, co-ordinating and approving highway permit applications * Experience in assessing and commenting on the traffic management and road safety requirements for works, events and activities on the highway (excluding those on Strategically Significant Streets), to both internal and external organisations. * Experience of technically assessing and where necessary imposing conditions on works promoters associated with the duration of works, working hours, width and length of road space occupation, signing, lighting and guarding, road space available to traffic and pedestrians, traffic management (including manual traffic control, portable traffic signals, Stop & Go boards and road closures) and the requirement to consult and publicise works. * Experience of technically assessing and where necessary imposing conditions on works promoters in relation to the employment of appropriate construction and engineering methods of construction. * Significant experience of working in a high-pressure office environment with emphasis on processing high volumes of work accurately and to strict deadlines whilst managing competing demands. * Experience of working with IT systems including databases and GIS mapping systems. * Experience of administration processes and procedures. * Experience of working in a customer focused environment. * Experience of monitoring large and complex budgets. * Experience of supervising and managing the workload of other technical staff members. |  |
| Skills & Knowledge | Knowledge   * Knowledge of the New Roads and Street Works Act 1991 or Traffic Management Act 2004 or Highways Act 1980 (the Acts.) and associated statutory instruments and guidance. * Knowledge of the traffic management and road safety requirements for works carried out in the highway. * Knowledge of software systems associated with the management of street works   for noticing and permitting or a similar software systems in a similar environment.   * Ability to take an objective and rational approach to problem solving and to quickly develop solutions to resolve issues. * Ability to answer queries raised by the general public, external organisations and officers in relation to legislation and codes of practice. * Ability to gather, interpret and assimilate information from a variety of sources including legislation and codes of practice; and prepare correspondence, statements and reports based on findings. * Ability to prepare complex statistical and performance reports. * Ability to deal with high volumes of telephone calls and personal queries from various stakeholders. * Ability to communicate effectively both orally and in writing when dealing with complicated or sensitive information with varied audiences. * Ability to effectively plan and organise work as well as delegate in order to meet deadlines. * Excellent IT and keyboard skills in relation to data entry. * Commercial awareness. | Knowledge   * Good understand County Durhams highway network. * Good knowledge of the various depatments and sections with the local authority associated with traffic and streetworks. |
| Personal Qualities | * Ability to work as part of a team, assisting and supporting colleagues. * Ability to remain calm when working under pressure with ongoing short term deadlines. * Have the resilience to cope with the pressure of a busy office environment with numerous disruptions and significant numbers of issues to resolve. * Prepared to attend and play an active part in meetings associated with traffic, street works and the Highway Permit team. * Willingness to use own initative to advance knowledge and understanding of the traffic and streetworks. * Prepared to attend on-site meetings with stakeholders at various locations throughout county. |  |