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| **Job Description** |
| **Post title** | Street Authority Permit Inspections and Performance Supervisor |
| **JE Reference No** | N10651 |
| **Grade** | Grade 9 |
| **Service** | Neighbourhoods & Climate Change |
| **Service Area** | Technical Services – Highway Network Management |
| **Reporting to** | Highway Network Manager |
| **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. Out of hours may be required to fulfil the needs of the post. |
| **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 approximately 5 Street Authority Permit Inspectors undertaking inspections and identifying highway reinstatement defects and inadequacies in signing, lighting and guarding.

Responsible for all associated performance monitoring, investigations and assisting with financial and fee arrangements in accordance with:

• The County Council of Durham Road and Street Works Permit Scheme

• Code of Practice for Inspections

• Specification for Reinstatement of Openings in the Highway

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| **Duties and responsibilities** |

**Enforcement**

Responsible for supervising and assisting a team of Street Authority Permit Inspectors identifying and recording defects and inadequacies, issuing formal defect notices, compliance enforcement, issue of Fixed Penalty Notice (FPN) for non-compliance and the like. The recording in electronic format of defects shall be fully comprehensive in text and photographic formats and placed in the appropriate file within the Permit Scheme.

Responsible for the enforcement of Highway Permits and associated conditions.

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 with parity with all works promotors including Durham County Council’s own work force.

**Operational**

Responsible for assisting the Technical Permit Officer and Permit Coordinator in the co-ordination of all road and street works and all other activities identified in The County Council of Durham Road and Street Works Permit Scheme.

Responsible for ensuring road and street works activities are recorded within the relevant software to enable the Technical Permit Officer and Permit Coordinator to efficiently and effectively co-ordinate and provide up to date information for the public.

Responsible for developing and carrying out the highway coring programme for the County using specialist equipment and establishing appropriate traffic management arrangements as directed by the Highway Network Manager.

Responsible for assisting in resolving issues associated with the relevant IT systems, specialist software and equipment.

Responsible for addressing and resolving issues associated with vehicles used by the Street Authority Permit Inspectors.

When requested by a member of the Permit Team, attend meetings prior to commencement of road and street works and assist in the establishment of appropriate Traffic Management, working methods and road safety requirements and record details of the meeting in the appropriate file.

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

Responsible for promoting and maintaining procedures and safe systems of working to comply with health and safety and employment legislation.

Responsible for providing general assistance to the Technical Permit Officer and Permits Co-ordinator and other staff as directed by the Highway Network Manager.

**Performance**

Responsible for attending weekly meetings with the Highway Permit Team to report to the Highway Network Manager on the performance and utilisation of Street Authority Permit Inspectors as well as any other operational issues.

Responsible for preparing operational, financial and performance reports and assisting with the preparation of business cases as directed by the Highway Network Manager.

Responsible for assisting in 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.

Responsible for assisting in actively seeking out and utilising new technologies and performance management tools to enhance and make more efficient the deployment of the Street Authority Permit Inspectors with a view to maximise the identification of defective reinstatements and overruns and the like.

**Supervision, Training and Mentoring**

Responsible for training, mentoring and motivating the Street Authority Permit Inspectors and apprentices as well as other staff as directed by the Highway Network Manager.

Responsible for conducting regular team meetings, one to ones and appraisals with the Street Authority Permit Inspectors at the Permit Team’s operational base.

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 Highway Network Manager.

Responsible for approving Street Authority Permit Inspector annual leave and overtime claims and the like.

Responsible for planning Street Authority Permit Inspector work hours and shifts and coordinating job rotation.

Responsible for offering support and guidance to Street Authority Permit Inspectors.

**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 highway reinstatement defects and inadequacies in signing, lighting and guarding.

**Generic responsibilities**

Prepared to work overtime, unsociable hours and, in collaboration with the Street Authority Permit Inspectors, cover the duties and responsibilities of the role during the hours of 08:00 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 Highway Network Manager.

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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 change 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 4 in a Civil Engineering discipline or other relevant engineering or technical discipline or significant relevant experience in a highway or street and road works or enforcement environment.
* Willing to train towards and achieve relevant technical qualifications in Street works as agreed by the Highway Network Manager.
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| Experience | * Experience of performing the duties set out in the Code of Practice for Inspections.
* Experience in highway maintenance, street and road work operations or enforcement environment.
* Experience of inspecting reinstatements and ensuring they are strictly in accordance with the New Roads and Street Works Act 1991 Specification for the Reinstatement of Openings in Highways.
* Experience of monitoring signing, lighting and guarding and ensuring it is in accordance with Chapter 8 of the Traffic Signs Manuals and Safety at Street Works and Road Works Code of Practice.
* Experience of working in a high-pressure environment with emphasis on processing high volumes of work accurately and to strict deadlines whilst managing competing demands.
* Experience of working with relevant IT systems, specialist software and equipment.
 | * Experience of supervising and managing the workload of other staff members.
* Experience of administration processes and procedures.
* Experience of working in a customer focused environment.
* Experience of monitoring budgets.
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| Skills & 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.
* Analytical skills required to quickly assess road and street works to ensure they comply with New Roads and Street Works Act 1991 Specification for the Reinstatement of Openings in Highways
* Knowledge of the traffic management and road safety requirements for works carried out in the highway.
* Analytical skills required to quickly assess road and street works to ensure all signing, lighting and guarding complies with Chapter 8 of the Traffic Signs Manuals and Safety at Street Works and Road Works Code of Practice.
* 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 communicate effectively both orally and in writing when dealing with complicated or sensitive information with varied audiences.
* Ability to effectively plan and organise own work and the work of others as well as delegate in order to meet deadlines.
* Ability to prepare statistical and performance reports.
 | * Good understanding of County Durham’s highway network.
* Good knowledge of the various departments and sections with the local authority associated with traffic and streetworks.
* Knowledge of County Council policies associated with The County Council of Durham Road and Street Works Permit Scheme
* Ability to use specialist coring machines and measuring devices.
* Commercial awareness.
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| 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 work 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 Network Management Section.
* Willingness to use own initative to advance knowledge and understanding of the traffic and street works.
* Prepared to attend on-site meetings with stakeholders at various locations throughout county.
* Full current driving licence or able to meet the travel needs of the post.
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