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| **Job Description** |
| **Post title** | Senior Road and Street Works Technician (Inspections) |
| **JE Reference No** | N10934 |
| **Grade** | Grade 7 |
| **Service** | Neighbourhoods and Climate Change |
| **Service Area** | Technical Services – Highway Network Management Section |
| **Reporting to** | Street Authority Inspections and Performance Supervisor |
| **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** |

Primarily responsible for providing assistance with the inspection of road and street works in connection with road safety and highway construction.

In addition, responsible for technically assessing and co-ordinating moderately complex highway permit applications raised by works promoters on non-strategically significant streets in prescribed by the County Council of Durham Street Works Permit Scheme and in accordance with all relevant legislation and codes of practice when required to do so by the Highway Network Manager.

Any other duties commensurate with the post as directed by the Highway Network Management Section Manager in carrying out the coordination of works carried out by works promoters as well as any other functions undertaken by the Highway Network Management Section.

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| **Duties and responsibilities** |

**Enforcement**

* Responsible for providing assistance with the inspection of road and street works in connection with road safety and highway construction.
* Responsible for assisting in identifying and recording defects and inadequacies, issuing formal defect notices, compliance enforcement, issue of Fixed Penalty Notice (FPN) for non-compliance and the like.
* Responsible for assisting in the enforcement of road and street works permits and associated conditions.
* Responsible for undertaking and recording in photographic and text formats site investigations to

collect evidence when requested by a member of the Coordination Team in respect of CRM’s and

the like.

* Responsible for providing the Highway Network Management Section staff with results of the site

investigations in sufficient detail to allow a full and comprehensive response to the complainant.

* Required to wear the designated uniform in order to uphold a professional profile whilst on duty.
* Required to use body camera technology as directed by the Inspections and Performance

Supervisor for the purposes of staff safety and protection, complaint resolution and to act as

supporting evidence of inadequacies in signing, lighting and guarding and reinstatement defects.

**Operational**

* Responsible for the coordination of moderately complex works, events and activities on the highway on non-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 moderately complex traffic management and road safety requirements for works, events and activities on non-strategically significant streets to both internal and external organisations.
* Technically assess and where necessary impose conditions on moderately complex permits on non-strategically significant streets 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 and the requirement to publicise and advertise works.
* Technically assess and where necessary impose conditions on moderately complex permits on non-strategically significant streets in relation to the employment of appropriate construction methodologies.
* Provide support to the Road and Street Works Coordination Engineer in preparation for and during Magistrates Court action.
* 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 structure during works activities on the highway through the 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 public and other stakeholders in an accurate and timely manner.
* Assist in seeking out, establishing, embracing and utilising new technologies to enhance the efficiency and effectiveness of the Highway Network Management Section.
* 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.

**Training and Mentoring**

* Responsible for assisting in the training, mentoring and the motivation of Road and Street Work Technicians and Civil Engineering Apprentices as well as other staff as directed by the Highway Network Management Section Manager.

**Communication**

* Attend and contribute to meetings with the Highway Network Management Section.
* Responsible for responding, orally and in writing, to all queries and complaints from members of the public, elected members and other individuals in relation to coordination of all works, events and activities on the highway as defined above.
* Attend seminars and courses associated with the operation of the Highway Network Management Section and keep abreast of current practice in respect of road and street works.

**Generic Responsibilities**

The generic responsibilities which will be undertaken in support of the above work include the following (if applicable).

* 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 Highway Network Management Section 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 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**

All members of staff are required to undertake that they will not divulge to anyone personal and/or confidential information to which they may have access during the course of their work.

All members of staff must be aware that they have explicit responsibility for the confidentiality and security of information received and imported in the course of work and using Council information assets. The Council has a Personal Information Security Policy in place.

* **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
* Willing to train towards and achieve relevant technical qualifications in road and street works including the National Highway Sector Scheme – Temporary Traffic Management Award and National Highway Sector Scheme 12D M7 – Temporary Traffic Management for Managers, Designers and Technical Officers.
* Willing to train towards and become a professionally qualified Engineering Technician (Eng. Tech.)
 | * NVQ Level 4 in a technical or engineering discipline.
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| Experience | * Experience of working in a highway, road and street works or traffic service area for a local authority, public utility or similar environment.
* Experience of undertaking enforcement action in accordance with relevant legislation.
* 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 working in a customer focused environment.
* Experience of monitoring and managing budgets.
* Experience of supervising and managing the workload of other staff members.
 | * Experience of technically assessing and commenting on temporary traffic management and road safety requirements for highway works, events on the highway and associated activities on the highway for both internal and external organisations.
* Experience of technically assessing and where necessary imposing conditions on permits 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 and the requirement to publicise and advertise works.
* Experience of technically assessing and where necessary imposing conditions on permits in relation to the employment of appropriate construction and engineering methodologies.
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| Skills and Knowledge | * A technical appreciation of construction methodolgies associated with street and road works.
* A technical appreciation of traffic management associated with road and street works.
* A technical appreciation of the road safety requirements for road and street and works; and events on the highway.
* Knowledge of software systems associated with the management of road and street works for noticing / permitting or a similar software systems.
* 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 of the New Roads and Street Works Act 1991 orTraffic 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.
* Good understand County Durham’s highway network.
* Good knowledge of the various depatments and sections within the local authority.
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| Personal Qualities | * Hardworking, honest, reliable, trustworthy and commitment to the role.
* 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 the work of Highway Network Management Section.
* Willingness to use own initative to advance knowledge and understanding of road and and street works.
* Prepared to attend on-site meetings with stakeholders at various locations throughout county as directed by the Road and Street Works Pofessional Assistant.
* Full current driving licence or able to meet the travel needs of the post.
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