

## JOB DESCRIPTION

<b>Post Title:</b> Network Management Support Officer		<b>Director/Service/Sector</b> Parking Services, Environment and Transport		<b>Office Use</b>	
<b>Grade:</b> 7		<b>Workplace:</b> County Hall		<b>JE ref: 4570</b> <b>HRMS ref:</b>	
<b>Responsible to:</b> Parking Services Manager		<b>Date:</b> July 2025	<b>Manager Level:</b>		
<b>Job Purpose:</b> To lead on all data collection, analysis and presentation across Streetworks and Parking Services, and Environment and Transport as required, to facilitate data driven decision making across the teams to ensure that there is a demonstratable rational and logic to help maximise the Council's finite resources. The role is responsible for identifying opportunities for service improvement in both Streetworks and Parking Services through innovative thinking and developing ideas through to implementing change. Ensure effective design, planning, implementation and monitoring of service specific projects, that will bring positive impacts for residents, visitors and service users across the County.					
<b>Resources</b>		Staff	Coaching, training and development of others across Environment and Transport to increase staff data skills in line with the Council's drive for increased data literacy		
		Finance	Support the Highways Network Manager and Parking Services Manager with monitoring of the Network Management budget in excess of £2million annually		
		Physical	Collection, maintenance and use of considerable amounts of corporate data held within specialist management systems for network management purposes which is publicly published and used to update national information, applications and databases		
		Clients	Providing daily advice and guidance to internal and external stakeholders including utility companies, members of the public, elected members, senior management and other council departments.		
<b>Duties and key result areas:</b>  <div><div>1.</div><div>Responsible for data collation, analysis and presentation to identify key trends in both internal and external working practices to ensure best practice and act as a driver for focused continuous improvement.</div></div> <div><div>2.</div><div>Responsible for measuring, reporting and presenting KPIs to both internal and external stakeholders.</div></div> <div><div>3.</div><div>Responsible for driving partner improvement plans with external stakeholders that will deliver benefits to the wider public including residents, visitors and all road users in Northumberland.</div></div> <div><div>4.</div><div>To ensure effective design, planning, implementation and monitoring of service specific projects, service improvement and change which will impact on residents, visitors and all road users in Northumberland.</div></div> <div><div>5.</div><div>Identify short and long term priorities and plans for continued service improvement and development of Parking Services.</div></div> <div><div>6.</div><div>Research, design, build and quality assure the process for preparing the annual reports to the Department for Transport (DfT) for Parking Services.</div></div> <div><div>7.</div><div>Ensure effective project management and communication systems are developed and maintained in line with the requirements of the service as a whole.</div></div> <div><div>8.</div><div>Responsible for designing and writing policies, procedures and other technical complex documents that will impact of service users (including the public and non specialist groups)</div></div> <div><div>9.</div><div>Responsible for writing complex and contentious reports, decision reports and briefing notes-</div></div> <div><div>10.</div><div>Lead on the presentation of statistics and performance data/results to wider audiences, including senior managers, elected members and both internal and external stakeholders.</div></div>					

11. Identify and support opportunities and facilitate improvements in service efficiency and effectiveness that may also impact on other services across Environment and Transport
12. Collect, collate and analyse information and data both in relation to the performance of the service and to inform service improvement priorities.
13. Develop and maintain appropriate work records to the required service standards, observing data protection, privacy and confidentiality rules and procedures.
14. Provide support and advice to relevant officers across the service in developing and implementing effective projects and programmes and support managers to embrace an ethos of continuous improvement.
15. Develop and maintain positive collaborative relationships with all relevant internal and external stakeholders to ensure the successful delivery and implementation of projects within deadlines.
16. Prepare resources for the purposes of training/developing staff during the implementation of changes in service delivery.
17. Ensure that change processes, programme and project management methodologies and business support arrangements are effectively and consistently embedded across the service.
18. Actively promote and represent the interests of the County Council in relation to service activities and policies at local and regional level, as appropriate.
19. Represent the Council at committees, internal and external meetings, seminars and participate in task groups as required.

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:	Sedentary office work with occasional need to stand, walk and lift and drive to sites for meetings
Working patterns:	Will involve travel to meeting venues, area offices or training venues throughout the County and further afield on occasion. Normal office hours but flexi-hours may apply if colleagues provide cover. Possible attendance at evening meetings.
Working conditions:	Mainly indoors with some outdoor site meetings around the County

## PERSON SPECIFICATION

<b>Post Title:</b> Network Management Support Officer		<b>Director/Service/Sector:</b> Network Management, Technical Services		Ref: 4570	
<b>Essential</b>		<b>Desirable</b>			<b>Assess by</b>
<b>Knowledge and Qualifications</b>					
<ul style="list-style-type: none"><li>• Degree level or equivalent standard of general education.</li><li>• Relevant professional qualification in data management.</li><li>• In-depth knowledge of the main theory, procedural and practical issues relating to the service.</li><li>• Knowledge of relevant policies, procedures, trends, developments and best practice.</li><li>• Commercial awareness and understanding of the relationship between costs, quality, customer care and performance.</li><li>• Evidence of continued professional development.</li></ul>		<ul style="list-style-type: none"><li>• Relevant management degree or post-graduate diploma e.g. MBA, DMS.</li><li>• Understands the diverse functions of a large complex public sector organisation and the relevant professional issues.</li></ul>			
<b>Experience</b>					
<ul style="list-style-type: none"><li>• Recent relevant experience of Project Management, LEAN Methodology and Continuous Improvement</li><li>• Recent and relevant post qualification experience in a relevant context.</li><li>• A breadth of work experience in selecting and applying the full range of professional methods, tools and techniques in a wide range of work situations.</li><li>• Experience in developing and maintaining excellent collaborative relationships with all relevant internal and external stakeholders</li><li>• Relevant experience in designing and drafting policies, procedures and other technical documents.</li><li>• Experience of writing complex and contentious reports and documentation including policies.</li><li>• Experience of financial monitoring and working with budgets.</li><li>• Experience of managing change and supporting others through the process.</li><li>• Experience in managing projects to successfully achieve set objectives.</li></ul>					
<b>Skills and competencies</b>					
<ul style="list-style-type: none"><li>• Excellent interpersonal and communication skills that reflect personality, conduct and credibility that engages and commands the confidence of colleagues. Council Members and other stakeholders</li></ul>					

<ul style="list-style-type: none"> <li>• Ability to generate new ideas and innovate e.g. introducing agile methodologies with external stakeholders to deliver incremental change and improvement at an increased rate</li> <li>• Advanced IT skills and ability to effectively use ITC to achieve work objectives.</li> <li>• Excellent analytical, reasoning, negotiating and planning skills</li> <li>• Prepares written, verbal and other media to best professional standards.</li> <li>• Effectively expresses views using appropriate means depending upon the audience.</li> <li>• Persistence in applying a methodical approach to problem solving and root cause analysis.</li> <li>• Proven record of excellent people skills, including excellent communication and interpersonal skills.</li> <li>• Is an effective advocate for the service both internally and externally.</li> <li>• Maintains a professional demeanour in stressful and difficult situations.</li> <li>• Excellent negotiation and communication skills and able to persuade others to adopt an alternative point of view.</li> <li>• Ability to work independently and take initiative.</li> </ul>		
<b>Physical, mental and emotional demands</b>		
<ul style="list-style-type: none"> <li>• Normally works from a seated position with some need to walk, bend or carry items.</li> <li>• Need to maintain general awareness with prolonged and lengthy periods of enhanced mental concentration.</li> <li>• Some contact with public/clients in dispute with the County Council.</li> <li>• Some exposure to working outdoors/site visits.</li> </ul>		
<b>Other</b>		
<ul style="list-style-type: none"> <li>• A strong corporate orientation and a commitment to tackling issues in a non-departmental manner.</li> <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 in which diverse, individual contributions and perspectives are valued.</li> <li>• Proactive and achievement orientated.</li> <li>• Works with little direct supervision.</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