

## JOB DESCRIPTION

<b>Post Title:</b> Permit Officer (Street Works)	<b>Director/Service/Sector</b> Network Management, Technical Services		<b>Office Use</b>
<b>Grade:</b> Band 6	<b>Workplace:</b> County Hall		<b>JE ref: 3579</b> <b>HRMS ref:</b>
<b>Responsible to:</b> Network Coordinator	<b>Date:</b> September 2019	<b>Manager Level:</b>	
<b>Job Purpose:</b> To assist in the coordination of street works permitting as prescribed by the Northumberland 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 as required by the Network Manager or Network Coordinator in carrying out the coordination of works carried out by statutory undertakers and any other functions undertaken by the street works team.			
<b>Resources</b>	<b>Staff</b>	1 x Network Technical Assistant	
	<b>Finance</b>	Monitoring income and expenditure in service area. Raising orders, processing invoices and taking payments	
	<b>Physical</b>	Collection, maintenance and use of considerable amounts of corporate data held within specialist streetworks management systems for network management purposes. Some ordering of stationery, printing materials and general office equipment	
	<b>Clients</b>	Continual contact and involvement with public and private sector organisations including utility companies, members of the public, elected members and other council departments in order to ensure minimal disruption to the travelling public during works being carried out	
<b>Duties and key result areas:</b>			
<ul style="list-style-type: none"> <li>● Responsible for reviewing and processing permit applications raised by works promoters in line with relevant regulations and legislation.</li> <li>● Responsible for resolving works conflicts and finding solutions.</li> <li>● Responsible for imposing variations on permits and adding works comments.</li> <li>● Responsible for granting or refusing Provisional Advanced Authorisations (PAAs).</li> <li>● Analyse and agree Permit Modification Requests.</li> <li>● Analyse and respond to traffic signal applications.</li> <li>● Ensure the accuracy of data entry into specialised back office IT systems and management of data and performance information</li> <li>● Produce reports in preparation of schedules detailing monthly costs/fees to be invoiced to statutory undertakers.</li> <li>● Process fees, fines, charges and fixed penalty notices and ensure they are managed in line with relevant regulations and legislation.</li> <li>● Responsible for supervising technical staff delivering statutory functions in accordance with the relevant regulations and legislation. Includes day to day supervision, mentoring, performance appraisal and provision of on the job training and development.</li> <li>● Prepare for and attend Street Works Coordination Meetings with all relevant internal and external stakeholders. This includes requesting and collating the coordination schedules and taking a record of discussions held.</li> </ul>			

- Assist the Network Coordinator in discharging their duties by attending site meetings where required, in particular there will be a regular requirement to authorise early starts and extensions under the relevant regulations and legislation.
- Maintain a detailed understanding of relevant practices and legislation applied to the service and liaise with other officers, departments and organisations.
- Oversee the management of Temporary Traffic Regulations Orders under the Road Traffic Regulation Act 1984 including temporary road closures, emergency road closures, and any other temporary directions or prohibitions.
- Oversee the management and control of all licences relevant to the service including the management of invoicing requirements, licences include: skips; scaffolds; hoardings and deposits of builders materials; private applications to open the highway; street works notifications and pavement café licences.
- Ensure that all technical operations comply with the requirements of all legislative standards and relevant quality systems.
- Monitor service and work promoter's performance and ensure compliance with corporate, and national policies.
- Monitor performance for compliance with statutory and external agencies on the service standards of the authority.
- Provide information advice, support, and guidance in dispute resolution processes.
- Investigate and respond to complaints and take the appropriate action.
- Contribute to the development of IT systems and continuous improvement of service delivery.
- Represent the Council at meetings and working groups as required including, where applicable, legal proceedings at Court.
- Promote and implement the Council's Equality Policy in all aspects of employment and service delivery.

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:  
Working patterns:  
Working conditions:

Generally office based but with some site visits required.  
Normal office hours with extended hours occasionally required through flexible working.  
Office base with some outdoor site investigations in all weathers, regular contact with irate and dissatisfied members of the public. Lone working on the highway requires concentration and awareness to ensure own safety and that of others. Working in a large open plan office with numerous disruptions and significant numbers of telephone calls from the public/clients/agencies.

## PERSON SPECIFICATION

<b>Post Title:</b> Permit Officer (Street Works)	<b>Director/Service/Sector:</b> Network Management, Technical Services	Ref: 3579
<b>Essential</b>	<b>Desirable</b>	<b>Assess by</b>
<b>Knowledge and Qualifications</b>		
<ul style="list-style-type: none"> <li>● Excellent numeracy and literacy skills with 5 GCSE's or equivalent at grade C or above, NVQ Level 4 or equivalent.</li> <li>● Knowledge of specialist streetworks management systems for noticing/permitting</li> <li>● Knowledge of NRSWA 1991 and the Traffic Management Act 2004, HAUC guidance and relevant Acts and codes of practice which provide the framework for delivering effective network management</li> <li>● Recognised customer service training</li> <li>● Willing to train towards and achieve relevant qualifications</li> </ul>	<ul style="list-style-type: none"> <li>● Recognised management training</li> </ul>	
<b>Experience</b>		
<ul style="list-style-type: none"> <li>● Experience of highway network management, street works coordination or working within a utilities/local authority or similar service background</li> <li>● Significant experience of dealing with external agencies</li> <li>● Significant experience of working in a high pressure office environment with emphasis on accuracy, meeting deadlines and managing competing demands</li> <li>● Significant experience of working with IT systems including databases and GIS mapping systems</li> <li>● Significant experience of working with clerical and admin processes and procedures</li> <li>● Experience of dealing with difficult and irate customers</li> <li>● Experience of working in a customer focused environment</li> </ul>		
<b>Skills and competencies</b>		
<ul style="list-style-type: none"> <li>● Excellent communication skills and the ability to deal with difficult conversations and situations</li> </ul>		

<ul style="list-style-type: none"> <li>• Ability to supervise and manage the workload of other staff members</li> <li>• Excellent IT and keyboard skills in relation to data entry</li> <li>• Objective and rational approach to problem solving with the ability to quickly develop solutions to resolve issues</li> <li>• Effective planning and organisational skills with ability to delegate effectively in order to meet short term deadlines</li> </ul>		
<b>Physical, mental and emotional demands</b>		
<ul style="list-style-type: none"> <li>• Ability to remain calm when dealing with contentious subjects and frequent dissatisfied or aggressive callers regarding disruptive works</li> <li>• Ability to maintain general awareness with lengthy periods of enhanced concentration when interrogating and entering data into specialist management systems</li> <li>• Ability to work under pressure with ongoing short term deadlines</li> <li>• Ability to cope with the pressure of a busy office environment with numerous disruptions and significant numbers of issues to resolve</li> </ul>		
<b>Other</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>• Occasional site visits required</li> <li>• Conscientious and flexible attitude to work</li> </ul>	<ul style="list-style-type: none"> <li>• Full UK driving licence</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