

Northumberland County Council  
**JOB DESCRIPTION**

<b>Post Title:</b> Highways Delivery Permit officer		<b>Group/Department/Service:</b> Local Services, Highways	<b>Office Use</b>
<b>Grade:</b> 6		<b>Workplace:</b> Countywide	JE ref: 4636
<b>Responsible to:</b> Traffic Safety Control Officer		<b>Date:</b> May 2026	<b>Manager level:</b> Supervisor HRMS ref:
<p><b>Job Purpose:</b> To assist Highways operations 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 Traffic Safety Officer in carrying out the coordination of works carried out by the Highways Department and any other functions undertaken by Highways operation teams Countywide.</p>			
<b>Resources</b>	Staff	None	
	Finance	Manage the impact of construction projects across the County. Impact of £20M average Local Transport Plan. Raising orders and signing off contractor invoices.	
	Physical	Collection, maintenance and use of considerable amounts of corporate data held within specialist Streetworks management systems for network management purposes. Some ordering of equipment, materials to assist traffic management teams.	
	Clients	Clients, Government Agencies, Partner Organisations, and providing an efficient and effective service to the general public. Continual contact and involvement with public and private sector organisations including Streetworks, Traffic management 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	
<p><b>Key Duties and responsibilities:</b> Individually or as part of a team and under the general direction of senior manager colleagues:</p> <ol style="list-style-type: none"> <li>1. Responsible for reviewing and processing permit applications raised by operational teams across Northumberland in line with relevant regulations and legislation.</li> <li>2. Responsible for resolving works conflicts and finding solutions.</li> <li>3. Responsible for regular contact with the StreetWorks permitting teams and direct officers.</li> <li>4. Responsible for imposing variations on permits and adding works comments.</li> <li>5. Responsible for applying for Provisional Advanced Authorisations (PAAs).</li> <li>6. Analyse and agree Permit Modification Requests from operational teams</li> <li>7. Ensure the accuracy of data entry into specialised back-office IT systems and management of data and performance information</li> <li>8. Produce reports in preparation of schedules detailing monthly shadow fines and service delivery impacts.</li> <li>9. Regularly liaise with Highways Delivery teams and Traffic management teams delivering statutory functions in accordance with the relevant regulations and legislation. 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> <li>10. Assist the Traffic Management Officer in discharging their duties by attending site meetings where required, there will be a regular requirement input and update StreetWorks permits under the relevant regulations and legislation.</li> <li>11. Maintain a detailed understanding of relevant practices and legislation applied to the service and liaise with other officers, departments and organisations.</li> <li>12. Oversee the implementation 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.</li> </ol>			

13. Oversee the management and control of all licences relevant to the service including the management of invoicing requirements, licences
14. include: skips; scaffolds; hoardings and deposits of builders materials; private applications to open the highway; street works notifications
15. and pavement café licences.
16. Ensure that all technical operations comply with the requirements of all legislative standards and relevant quality systems.
17. Monitor service and work promoter's performance and ensure compliance with corporate, and national policies.
18. Monitor performance for compliance with statutory and external agencies on the service standards of the authority.
19. Provide information advice, support, and guidance in dispute resolution processes.
20. Investigate and respond to complaints and take the appropriate action.
21. Contribute to the development of IT systems and continuous improvement of service delivery.
22. Represent the Council at meetings and working groups as required including, where applicable, legal proceedings at Court.
23. Promote and implement the Council's Equality Policy in all aspects of employment and service delivery.
24. The duties and responsibilities highlighted in this Job Description are indicative and may vary over time. Post holders are expected to undertake
25. other duties and responsibilities relevant to the nature, level and extent of the post and the grade has been established on this basis. Compile health and safety files for individual schemes to ensure compliance with CDM Regs 2015 in and internal standards.
26. Help establish quality standards and performance indicators for services, review performance and ensure appropriate action is taken. Ensure that prevailing legislation
27. and best professional practice are reflected in the standards and values of activities undertaken.
28. Contribute to the development and maintenance of quality, environmental and health and safety systems. Embrace the concepts of customer care and IIP in all activities.
29. Ensure compliance with regulations and other relevant legislation
30. Help establish quality standards and performance indicators for services, review performance and ensure appropriate action is taken. Ensure that prevailing legislation and best professional practice are reflected in the standards and values of activities undertaken.
31. Promote and maintain procedures and safe systems of working or working to comply with health and safety and employment legislation, including the CDM regulations.
32. Assist in winter services operations and Out of Hours activities when required.
33. Any other duties appropriate to the nature, level and grade of the post.

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### Work Arrangements

Transport requirements	<ul style="list-style-type: none"> <li>• Generally, office based but with some site visits required.</li> <li>• Normal office hours with extended hours occasionally required through flexible working.</li> <li>• Office base with some outdoor site investigations in all weathers, regular contact with members of the public, councillors and other key stakeholders. Including dissatisfied members of the public.</li> <li>• Lone working on the highway requires concentration and awareness to ensure own safety and that of others.</li> <li>• Working in a large open plan office with numerous disruptions and significant numbers of telephone calls from the public/clients/agencies.</li> </ul>
Working patterns:	
Working conditions:	

Northumberland County Council  
**PERSON SPECIFICATION**

<b>Post Title:</b> Highways Delivery Permit Officer	<b>Group/Department/Service:</b> Local services- Highways	Ref:
<b>Essential</b>	<b>Desirable</b>	<b>Assess By</b>
<b>Qualifications and Knowledge</b>		
<ul style="list-style-type: none"> <li>● T7 Lantra Qualification</li> <li>● Ability to manage your own workload.</li> <li>● Experience of Streetworks permitting system.</li> <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> <li>● Knowledge of Safety at StreetWorks and Roadworks Code of Practice</li> <li>● Excellent IT and keyboard skills in relation to data entry</li> <li>● Objective and rational approach to problem solving with the</li> <li>● Ability to quickly develop solutions to resolve issues</li> <li>● Effective planning and organisational skills with ability</li> </ul>	<ul style="list-style-type: none"> <li>● Other professional or management qualification.</li> <li>● Knowledge of the Traffic Management Act 2004</li> <li>● Traffic management experience 3 to 5 years</li> <li>● Full UK Driving License.</li> <li>● Excellent knowledge of Northumberland County Councils road network.</li> </ul>	
<b>Experience</b>		
<ul style="list-style-type: none"> <li>● Experience of noticing and StreetWorks across Highways</li> <li>● Experience of traffic management procedures and process' (Chapter 8)</li> <li>● Experience using Safety at StreetWorks and Roadworks Code of Practice</li> <li>● Experience of managing in a comparable environment.</li> <li>● Experience using One Network.</li> <li>● Minimum 2 years experience in a Highways operational environment.</li> <li>● Knowledge of all aspects of StreetWorks permitting and systems used.</li> <li>● Working knowledge of the organisation of the County Council.</li> <li>● Knowledge of construction and Highways operations</li> </ul>	<ul style="list-style-type: none"> <li>● Experience of ISO 9001, ISO 14001</li> </ul>	
<b>Skills and competencies</b>		
<ul style="list-style-type: none"> <li>● Good management, communication, presentation and negotiation skills.</li> <li>● Excellent IT skills and knowledge of Microsoft systems.</li> <li>● Excellent IT programming skills.</li> <li>● An objective and rational approach to problem solving and decision making.</li> <li>● Good interpersonal skills with the ability to build and lead by effective means.</li> <li>● Good motivational and communication skills.</li> <li>● Commercially aware</li> <li>● Self-motivated, adaptable and resourceful</li> <li>● Effective planning and organisational skills</li> <li>● Good at problem solving and the ability to work with a minimum of supervision</li> </ul>	<ul style="list-style-type: none"> <li>● Well-developed promotion skills</li> </ul>	
<b>Physical, mental, emotional and environmental demands</b>		

<ul style="list-style-type: none"> <li>● Able to remain calm and professional when dealing with emotive issues and explaining the council's position and responsibilities.</li> <li>● Ability to lead and motivate a team of individuals</li> <li>● Self-motivated, adaptable and resourceful</li> <li>● Regular dialogue with area based Construction Teams and Design Teams in office environment is essential.</li> <li>● Site visits on live carriageway may be needed. A need to maintain general awareness with lengthy periods of enhanced concentration while visiting operational sites.</li> <li>● Regular contact with the public/clients in dispute with the County Council</li> <li>● Some exposure to working outdoors</li> </ul>		
<b>Other</b>		
<ul style="list-style-type: none"> <li>● A current UK driving licence.</li> <li>● Ability to work outside of normal office hours including weekends, evening and early mornings.</li> </ul>		