Northumberland County Council JOB DESCRIPTION

Post Title: Engineering Assistant 3 (Street Lighting)			Director/Service/Sector: Local Service, Highway & Neighbourhood, Street Lighting		Office Use	
Band: 4			Workplace: County Hall		JE ref: 2222	
Responsible to: Street Lighting and Electrical Manager			Date: 26/10/11		Lead & Man Induction:	HRMS ref:
Job Purpose: To assist the Street Lighting Manager in carrying out his administrative and engineering duties, resulting in the successful delivery of design, preparation and operation of street lighting, illuminated traffic signs, traffic signals, signalised pedestrian crossings and feature lighting. Resources Staff Oversee Junior Staff						sign, preparation and
	Finance	Includes ordering services and mate	rials, processing invoices and mo	onitoring exp	penditure for senior staff.	
Physical Accurate and timely collection and maintenance of corporate data systems, and to include all requirements of Technical Assistant 1						ssistant 1
	Clients	Duties and responsibilities might imp	act upon the health and well beir	ng of service	e users, co-workers or the general public	

Duties and key result areas:

Include all of the duties of Technical 1 but in addition the following are examples of the higher-level duties expected to be undertaken by the post holder. The list is not exhaustive. The actual duties and proportion of time spent on them may vary between individual jobs.

- 1. Receive and administer service requests both direct from customers and via Front Office staff/CRM system using agreed practices and procedures to ensure the smooth & efficient delivery of Street Scene services in accordance with quality and customer care standards.
- 2. Assess, resolve and determine works required then prepare and issue works orders for reactive maintenance, cyclic maintenance and installation of street lighting equipment.
- 3. Liaise with electricity companies for connections, transfers and disconnections of electrical supplies to Street Lighting and Electrical equipment, including statutory notification of works carried out within the public highway.
- 4. Support the delivery of Street Scene services by raising and receipting orders for goods and supplies using Oracle e-business suite.
- 5. Maintain and use a wide range of technical systems supporting the activities of the organisation including Mayrise, Public Lighting Authority (PLA), Oracle E-Business, Highways Client Oracle System and utility company apparatus database systems.
- 6. Maintain project/inventory records and supporting documentation, and carry out valuation of works, to assist in the management and control of work schedules and budgets to ensure cost effective delivery of street lighting and electrical works.
- 7. Prepare, raise and issue invoices, monitor and pursue payments.
- 8. Assist in site surveys and investigations as directed.
- 9. Assist in the design and implementation of Street Lighting and Electrical projects.
- 10. Carry out complex support work to investigate, collate, record, manipulate, extract and distribute performance management and financial data in accordance with predetermined boundaries or as instructed.
- 11. Provide administrative support in the processing of insurance claims in respect of Street Scene services in accordance with council procedures and policies.
- 12. Deal with clients, suppliers, public and other public bodies to resolve non-routine or contentious issues.
- 13. Undertake any other duties and responsibilities consistent with the nature, level and grade of the post.
- 14. Oversee junior staff.

Work Arrangements Transport requirements: Occasional need to travel to other service locations to provide cover, collect documents from Archives, attend training etc. Working patterns: 37 hours per week, day work. Flexible working hours may apply if staff co-operate to provide cover.

Northumberland County Council PERSON SPECIFICATION

Post Title: Engineering Assistant 3 (Street Lighting)	Director/Service/Sector: Local Service, Highway & Neighbourhood Services, Street Lighting	Ref: 2222	
Essential	Desirable		
Qualifications and Knowledge			
5 GCSE passes (or equivalent) including Mathematics and English. NVQ Level 3 or equivalent in an administrative/technical discipline.	GCSE pass (or equivalent) in Physics/Engineering. Level 3 BNC or equivalent in an administrative/technical discipline.		
Experience			
At least five years experience in an office environment.			
Considerable experience in a similar role covering a broad range of tasks.			
Considerable experience of working in a customer service environment.			
Skills and competencies			
Good written, verbal and telephone skills.			
Literacy skills sufficient to read text and write straightforward sentences.			
An understanding of spelling, grammar and punctuation.			
Numeracy skills sufficient to undertake straightforward arithmetic functions.			
An understanding of percentages and decimals.			
Interpersonal skills.			
Flexible approach to nature of duties performed.			
Ability to organise self and work without constant supervision.			
Reliable and self motivated.			
IT skills and knowledge of a range of applications.			
Knowledge of a broad range of work related tasks and the operation of associated tools and equipment.			
Knowledge of relevant Health & Safety legislation and CDM requirements.			
Physical, mental, emotional and environmental demands			
Occasional need to lift moderate weights such as technical equipment.			
Able to work on site in a range of conditions.			
Motivation			
A commitment to providing a quality administrative support service.	A willingness to undertake job related training		
Other			
Meet the transport requirements of the post.			

e.g. case studies/visits