

Role Profile

Part A - Grade & Structure Information

Job Family Code	8RT	Role Title	Streetworks Officer
Grade	PS8	Reports to (role title)	Streetworks Compliance Team Leader
		Directorate	Environment, Transport & Infrastructure
JE Band	269-313	Service	Highways and Transport Service Network & Asset Management Group
		Team	NA Streetworks Compliance Team
		Date Role Profile created	May-17

Part B - Job Family Description

The below profile describes the general nature of work performed at this level as set out in the job family. It is not intended to be a detailed list of all duties and responsibilities which may be required. The role will be further defined by annual objectives, which will be developed with the role holder. The Council reserves the right to review and amend the job families on a regular basis.

Role Purpose including key outputs	To carry out site inspections to ensure that Streetworks and Roadwork activities on the public highway are completed in a safe and effective manner in accordance with any conditions placed upon the permit for each activity; and that the reinstatement of the highway is completed in accordance with the New Roads and Street Works Act 1991 (NRSWA) and associated Codes of Practice, as amended by the Traffic Management Act 2004 (TMA) and the South East Permit scheme within Surrey. This contributes to the key Local Transport Plan objective of reducing congestion, and ensuring the best possible service to all highway users.
Work Context	<p>The Highways and Transport Service is responsible for ensuring the effective management, maintenance and improvement of all highway and transport assets, including flood risk management. The role of the Network and Asset Management Group is to develop and deliver asset management and flood risk strategies, manage highway networks and set local policies. The group also provides a directorate wide business and consultancy function.</p> <p>The group works jointly with a range of partner organisations to identify and deliver planned maintenance improvements and leads on several statutory duties including network management and safety and flood management.</p> <p>Based at the County Council's Network Management Information Centre (NMIC) in Leatherhead, the Traffic & Streetworks Team helps Surrey fulfil its Network Management Duty under the Traffic Management Act by Coordinating and Inspecting works in progress on the road network and designing/maintaining Surrey's Traffic Systems assets.</p> <p>The postholder will act as a focal point of contact for day to day liaison between Surrey County Council, Statutory Undertakers and Surrey's own contractors, using on-site knowledge and working with Network Coordinators to further minimise disruption, and ensure timely completion of work, challenging duration of works when necessary.</p> <p>The postholder may be required to assist the Streetworks Compliance Team Leader in the preparation and presentation of Statutory Undertaker Performance Reports.</p> <p>The post holder will be required to work on site at any location within the County and will therefore require a full valid driving licence. A Surrey County Council vehicle is supplied for business use as required.</p>
Line management responsibility if applicable	No direct line management responsibility but will be required to coach and help develop the skills/knowledge of Assistant Network Coordinators and Network Coordination Administrators.
Budget responsibility if applicable	Contributes towards the recovery of Street Works revenue income budget of approx £2 million pa, including: income from NRSWA Sample Inspections, defect sample inspections and Section 74 charges and Fixed Penalty Notices. The post holder must ensure that Sample Inspections allocated to them are completed to the correct timelines and maximise compliance income opportunities by carrying out other inspection types at the correct times.

<p>Representative Accountabilities</p> <p>Typical accountabilities in roles at this level in this job family</p>	<p>Planning & Organising</p> <ul style="list-style-type: none"> • Undertake and coordinate projects, feasibility studies and reviews in a defined area of activity to support and enhance service delivery. • Provide a range of specialist services advising and assisting customers in area of expertise, to maximise service quality, efficiency and continuity. • Plan and prioritise own work activities for the months ahead, to ensure operational efficiency. • Respond effectively to changing demands, adjusting priorities as needed. <p>Policy and Compliance</p> <ul style="list-style-type: none"> • Ensure personal and where appropriate team compliance with established protocols, procedures and practices. • Audit and monitor compliance of 3 parties with council requirements. <p>People & partnerships</p> <ul style="list-style-type: none"> • May manage staff, or supervise the work of others, allocating and prioritising work and managing performance to secure efficient service delivery. • Resolve issues/queries independently, recommend alternative solutions if unable to assist, and ensure efficient, day-to-day customer service is delivered. <p>Resources</p> <ul style="list-style-type: none"> • May be required to maintain specialist equipment, systems and software (or maintain knowledge of these in some roles) • May manage or assist with budget/resource management in accordance with the council policies and procedures. <p>Analysis, Reporting & Documentation</p> <ul style="list-style-type: none"> • Collate, store, record and analyse relevant data producing high quality reports, controlling data quality and integrity and recommending actions as appropriate. <p>Duties for all</p> <p>Values: To uphold the values and behaviours of the organisation.</p> <p>Equality & Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity.</p> <p>Health, Safety & Welfare: To maintain high standards of Health, Safety and Welfare at work and take reasonable care for the health and safety of themselves and others.</p>
<p>Education, Knowledge, Skills & Abilities, Experience and Personal Characteristics</p>	<ul style="list-style-type: none"> • Educated to 'A' level, HND standard, or equivalent or able to evidence ability at an equivalent level. • May require a qualification relevant to the specific nature of the role. • Knowledge of relevant legislation, practices and policies applicable to specialist area. • For some roles a relevant degree may be required. • Excellent IT skills, including MS Office and database management systems. • Ability to undertake technical work relevant to the role. • Excellent written and oral communication skills with the ability to build sound relationships with customers. • Ability to apply specialist knowledge to respond to complex enquires from a range of stakeholders. • Previous experience processing, analysing and reporting data. • Previous practical experience in a relevant field. • Ability to manage a range of projects through to completion. • Effective interpersonal, influencing and negotiation skills. • Experience of leading a team (where appropriate).

Details of the specific qualifications and/or experience if required for the role in line with the above description	<p>Experience of working in a 'Lone working' on-site Highway environment, including related risk assessments.</p> <p>New Roads and Street Works Act (NRSWA) Supervisor accreditation.</p> <p>Experience of operational and administrative NRSWA & TMA activities, including specialised computer systems.</p> <p>Sound knowledge of the Specification for the Reinstatement of Openings in the Highway (SRoH)</p> <p>A working knowledge of the range of relevant principles, practices, and procedures relating to highway maintenance and construction.</p> <p>Technical knowledge of relevant legislation especially Highways Act, Traffic Signs Regulations, Road Traffic Act, H&S At Work Act and the application of the legislation when making decisions about works proceeding on the highway.</p> <p>Knowledge and practice of current site safety procedures and guidance, as well as temporary traffic management, is essential.</p> <p>In addition to day to day inspection visits, the post may also be required on occasion to attend meetings on site and at other stakeholder's offices.</p>
Role Summary	<p>Roles at this level may manage a straightforward operational activity or small team or provide specialist support services or they are at a graduate level of a professional discipline. They have in-depth knowledge of methods, systems and procedures and possess practical understanding in one or more technical or specialist disciplines. A thorough knowledge of their own area or discipline is required although overall supervision from a more experienced professional is available. They work collaboratively with customers, staff, partner organisations, agencies and/or contractors and play a major role in maintaining quality standards and/or engaging in project management.</p>
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