

Role Profile

Part A - Grade & Structure Information

Job Family Code	9RT	Role Title	Senior Network Management & Events Officer
Grade	PS9	Reports to (role title)	Traffic Operations Team Leader
		Directorate	Place
JE Band	314-370	Service	Highways, Transport & Network Mgt
		Team	EI NA Traffic Operations Team
		Date Role Profile was created	Feb-20

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	Responsible for monitoring and identifying highway network flow issues using relevant IT systems and other tools, in accordance with agreed protocols and procedures, communicating known issues to the general public and other stakeholders. Responding to real-time road network incidents, maximising the benefits of the Intelligent Traffic Systems (ITS), Traffic Operations and Streetworks Teams to assist the Council in fulfilling its Network Management Duty under the Traffic Management Act 2004. Work with event organisers to mitigate the impact of planned events on the Highway Network; reviewing Traffic Management Plans, agreeing communications to stakeholders, ensuring appropriate use of SCC's ITS to support events and working with other SCC teams as appropriate to support event delivery and ensure works embargoes and traffic orders are in place.
Work Context	The Highways, Transport and Network Management Service is responsible for ensuring the effective management, maintenance and improvement of all highway and transport assets. As the Highway Authority, we are responsible for managing assets including over 3,018 miles of roads, 826 traffic light sites, 1,800 bridges and structures and 3,262 miles of pavement. The Network Management Group's role is to ensure, as far as is possible, that the highway network is managed, monitored and utilised by residents and other stakeholders, in a manner that minimises congestion and is safe & legal for all concerned. The Group work jointly with a range of partner organisations to implement various related strategies/policies, identify and deliver maintenance improvements, manage off street parking and traffic enforcement and lead on delivering the Council's statutory duties in relation to Network & Traffic Management & the Highways Act. As part of the Traffic Operations team, the post holder is required, to line manage a small team, work closely with other council teams and external stakeholders, to utilise relevant IT systems to monitor, respond to and mitigate both planned events and real-time road network incidents to manage congestion and communicate such issues to the public and other stakeholders. Although mainly a desk based role, business travel around Surrey may occasionally be required. There maybe occasions when the post holder will be required to outside of standard daytime working hours in response to network incidents or planned events.
Line management responsibility if applicable	Management Responsibility for a small team of network management officers.
Budget responsibility if applicable	None.

Representative Accountabilities Typical accountabilities in roles at this level in this job family	Planning & Organising • Deliver projects and/or audits within a defined area of work as directed to input to relevant strategies and contribute to the delivery of directorate objectives. Policy and Compliance • Input as required to the development of strategies and policies. • Provide guidance and support to stakeholders as required to ensure policy and specification compliance. People & partnerships • Deliver high quality technical advice/ services engaging a range of stakeholders. • Liaise, communicate and build relationships with other departments, customers, partner organisations, agencies and/or contractors to engage and consult on plans or projects as appropriate. • May manage a team to deliver standardised processes and ensure all officers are appropriately supervised, managed and trained. Resources • Ensure that work and projects are delivered within agreed resources and assist with budget/resource management in accordance with council policies and procedures. • May have delegated responsibility for a budget(s). Analysis, Reporting & Documentation • Assess data and conduct analysis in a technical area, presenting results and putting forward recommendations to support decision making. Duties for all Values: To uphold the values and behaviours of the organisation. Equality & Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity. 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.
Education, Knowledge, Skills & Abilities, Experience and Personal Characteristics	• Appropriate technical qualification at Degree, HND or HNC level. • May require a specialist technical qualification or membership of an appropriate professional institution. • Sound understanding of subject matter, legislation, principles and practices relevant to the technical area. • Ability to apply project management principles and techniques to manage a range of projects through to completion. • Practical or professional experience and understanding of a specialist area or supporting service teams and/or providing support to the public. • Ability to work on own initiative, with solution focused problem solving skills. • Proven written and oral communication with the ability to engage and work in collaboration with others. • Comprehensive knowledge of computerised business systems.

Details of the specific qualifications and/or experience if required for the role in line with the above description	A good understanding of highway network management tools, including IT systems (eg GIS/Mapping/journey planning), ITS, traffic signals control methodology (inc. UTMC) and NRSWA/TMA legislation & operations. Experience of developing event/operational management plans and working with stakeholders in an Event Management environment. Demonstrable Experience of remaining calm and making measured decisions in challenging situations and in a logical manner Experience of working within a frontline & operational Network Management environment
Role Summary	Roles at this level are technical specialists professionally qualified in their specialist area. They will provide technical and regulatory guidance and advice to a range of stakeholders in order to assess and mitigate risk and monitor and ensure compliance with relevant requirements. They will have a fair degree of autonomy and work closely with a range of technical and non technical stakeholders. Forward planning could be for months ahead and the role will contribute to longer-term development.
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