

Role Profile

Part A - Grade & Structure Information

Job Family Code	7RT	Role Title	Assistant Network Coordinator
Grade	PS7	Reports to (role title)	Network Coordination Team Leader
		Directorate	Environment, Transport & Infrastructure
JE Band	228-268	Service	Highways and Transport Service Network & Asset Management Group
		Team	EI NA Network Coordination 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 assist in the assessment of incoming streetworks permit applications, and to review the potential impact and coordinate works to minimise disruption and reduce congestion on the public highway in accordance with the legislative requirements. (New Roads and Street Works Act 1991 (NRSWA) as amended by the Traffic Management Act 2004 (TMA), in association with the requirements of the South East Permit Scheme). To ensure that all incoming permit applications are assessed within correct timelines and that appropriate conditions are placed on granted permit applications, particularly in regard to Section 74 charges, SEPS permit fees and Fixed Penalty Notices.
Work Context	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. 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. 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. The post holder will assist in the assessment of incoming streetworks permit applications supporting prompt and effective coordination of activities across the road network, to Council policies and National Streetworks Legislation and Guidance documents, and advise on appropriate traffic management requirements for works sites considering the need for operative and public safety, and maintaining the expeditious movement of traffic, The post holder will be required to work on site and be part of the rota and stand-by arrangements for making use of the systems available at the NMIC to respond to congestion or incidents on the network when they occur. A full valid driving licence is desirable in order to travel around the County to meet the requirements of the role.
Line management responsibility if applicable	No line management responsibility, but will be required to coach and help develop the skills/knowledge of 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 Section 74 charges, SEPS permit fees and Fixed Penalty Notices by ensuring that all incoming permit applications are assessed within correct timelines and that appropriate conditions are placed on granted permit applications.
Representative Accountabilities Typical accountabilities in roles at this level in this job family	Planning & Organising - Plan and prioritise own work activities for the weeks ahead, to ensure operational efficiency. Respond effectively to changing demands, adjusting priorities as needed. Policy and Compliance - Assist with work in a relevant technical or regulatory area in order that statutory and policy compliance is maintained. People & partnerships - Respond to and resolve enquiries and problems, judging when to pass on complex queries or involve others, to provide an effective service and clear advice to colleagues and customers. - Guide and/or supervise junior staff in their duties to facilitate their development and ensure service quality standards are maintained. - Communicate and liaise with service users and/or external contacts, representing the team/service as required. Resources - May assist in the management of a small budget or recovery of income. Analysis, Reporting & Documentation - Collect data, prepare reports/statistics to meet statutory/management information requirements

	• Collate data, prepare reports/statistics to meet statutory/management information requirements. • Recommend improvements and support implementation to systems, processes and procedures, ensuring best practice is shared across the team. • Support, coordinate and undertake research into a variety of projects in the defined area of activity to support achievement of team's objectives. 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	• Educated to A level, HNC or equivalent, or able to evidence ability at an equivalent level, and/or relevant vocational qualification (level 3/4 QCF). • Knowledge of relevant technical area including, where appropriate, relevant practical skills. • For some roles a relevant degree may be required. • Good IT skills, including MS Office and database management systems. • Good written and oral communication skills with the ability to build sound relationships with customers and explain technical issues to non technical people. • Ability to prepare and present reports in a logical and digestible format. • High level administrative, analytical and organisational skills. • Able to prioritise and plan own workload in the context of conflicting priorities and work on own initiative. • A methodical approach to information gathering, recording and reporting. • Typically previous work experience in a relevant environment.
Details of the specific qualifications and/or experience if required for the role in line with the above description	New Roads and Street Works Act (NRSWA) Supervisor accreditation is desirable. Some experience of operational and administrative NRSWA & TMA activities, including specialised computer systems. Technical knowledge of NRSWA and TMA and the application of the legislation in coordinating and ensuring compliance of work on the highway, including an awareness of the principals of a Permit scheme. This post will be required on occasion to attend meetings on site and at other stakeholder's offices. Knowledge and practice of current site safety procedures and guidance, as well as temporary traffic management, is desirable.
Role Summary	Roles at this level typically provide specialist support services. Many will possess technical rather than professional expertise in the main disciplines. There will be minimal day-to-day supervision, but clear guidance will be available. The roles will plan for the weeks ahead and prioritise to accommodate non standard work. They often require understanding of complex procedures and support systems, and the ability to allocate workload and react to changing priorities. Although most work will follow established patterns, initiative is needed to handle processes and resolve problems and queries based on experience and judgement, mainly without reference to others. These roles may work alone instead of as part of a team, or the system or process used may require more specialist knowledge or experience. Graduate trainees start at this level.
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