

Role Profile

Part A - Grade & Structure Information

Job Family Code	6RT	Role Title	Network Coordination Administrator
Grade	PS6	Reports to (role title)	Network Coordination Team Leader
		Directorate	Environment, Transport & Infrastructure
JE Band	192-227	Service	Highways and Transport Network & Asset Management Group
		Team	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	<p>To administer applications for all Temporary Traffic Regulation Orders (frequently road closures) from internal teams or external agencies and prepare the applications for the Traffic Regulation Order (TRO) Team to process.</p> <p>To be responsible for monitoring the generic Streetworks email accounts and distributing to colleagues accordingly, in order 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).</p> <p>To support the work of the Network Coordination team by inputting non electronic permit applications onto the Streetworks Register</p> <p>To assist with the recovery of costs for production of third party TTROs by helping ensure that all incoming permit applications are assessed within correct timelines and that TTROs are in place when required.</p>
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 fulfill 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 role supports the work of the Network Coordination team by inputting non electronic permit applications onto the Streetworks Register, administering Temporary Traffic Regulation Order applications from internal teams or external agencies, preparing applications for the Traffic Regulation Order (TRO) Team, and monitoring the generic Streetworks email accounts and re-distributing to colleagues.</p>
Line management responsibility if applicable	n/a
Budget responsibility if applicable	Contributes towards the recovery of Street Works permit fees budget of approx £1 million pa, and recovery of costs for production of third party TTROs by helping ensure that all incoming permit applications are assessed within correct timelines and by ensuring TTROs are in place when required.
Representative Accountabilities Typical accountabilities in roles at this level in this job family	<p>Planning & Organising</p> <ul style="list-style-type: none"> Support senior colleagues to deliver initiatives and projects as required. Deliver a range of administrative and/or customer services in support of existing systems or processes to agreed standards, to maximise service quality and continuity. <p>Policy and Compliance</p> <ul style="list-style-type: none"> Adhere to established standards of service delivery to support any associated regulatory or technical compliance requirements. <p>People & partnerships</p> <ul style="list-style-type: none"> Receive and respond to everyday enquiries from colleagues and customers to provide a timely, courteous and effective service. May be required to assist in the recruitment, selection and supervision processes to ensure high standards of team delivery. <p>Resources</p> <ul style="list-style-type: none"> May be required to raise invoices and manage payments. <p>Analysis, Reporting & Documentation</p> <ul style="list-style-type: none"> Provide and manipulate data for statistical purposes and run and present standard reports. Assist in undertaking research and analysis of information and prepare reports in prescribed formats. Prepare and dispatch a range of correspondence/ documents to ensure efficient response to enquiries and timely conclusion of any process connected with the defined area of activity. <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>

Education, Knowledge, Skills & Abilities, Experience and Personal Characteristics	<ul style="list-style-type: none"> • Minimum 5 GCSEs at Grade C or above, or equivalent, or able to evidence ability at an equivalent level. • Willingness to undertake professional/vocational study where appropriate. • Basic understanding of the relevant area of work. • Good written and oral communication skills with the ability to build sound relationships with customers. • Good IT skills including database management systems, email and MS Office . • Ability to work with others to improve customer service. • Good 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 relevant work experience in an environment supporting staff and/or public.
Details of the specific qualifications and/or experience if required for the role in line with the above description	<p>Some experience of operational and administrative NRSWA & TMA activities, including specialised computer systems is desirable.</p> <p>An awareness of NRSWA and TMA and permit schemes operation is desirable.</p> <p>The postholder may be required on occasion to attend meetings on site and at other stakeholder's offices, to support colleagues in the Network Coordination Team.</p> <p>An awareness of current site safety procedures and guidance, as well as temporary traffic management, is desirable.</p>
Role Summary	<p>Roles at this level typically work as part of a team to provide technical support and assistance within a given discipline and assist senior colleagues with their duties. They will carry out a range of technical administrative support or practical tasks using knowledge of general office routines and procedures, together with a broad understanding of the specific work of the service area. The work is within established processes and procedures and while it may not be subject to direct supervision, guidance is readily available. They will be expected to organise their own workload and set their own priorities within short, e.g. day-to-day or week-to-week timescales, usually reacting to clear deadlines or processes. They support more senior staff by executing the detailed processes in specific aspects of the service area and will be fully versed in all the procedures of their specialism.</p>
Reference Number	<p style="text-align: center;">BM-2022-104</p>