

# Role Profile

## Part A - Grade & Structure Information

<b>Job Family Code</b>	7RT	<b>Role Title</b>	<b>Streetworks Technical Support Officer</b>
<b>Grade</b>	PS7	<b>Reports to (role title)</b>	<b>Streetworks Policy &amp; Technical Team Leader</b>
		<b>Directorate</b>	<b>Environment, Transport &amp; Infrastructure</b>
<b>JE Band</b>	228-268	<b>Service</b>	<b>Highways &amp; Transport Service Network &amp; Asset Management Group</b>
		<b>Team</b>	<b>Street Works Technical Support Team</b>
		<b>Date Role Profile created</b>	<b>Jan-21</b>

## 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.

<b>Role Purpose</b> including key outputs	To provide financial, administrative and customer service support within the Technical Support Team supporting the Street Works Department, actively contributing towards meeting department objectives.
<b>Work Context</b>	<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.</p> <p>The role of the Network and Asset Management Group's is to develop and deliver asset management, manage highway networks and set local policies.</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 highway safety.</p> <p>Based at the County Council's Network Management Information Centre (NMIC) in Leatherhead, the Traffic &amp; 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 post holder will be responsible for providing financial, admin and customer support as required to support Street Works activities including support of the Surrey Lane Rental and Permit Scheme. These activities could include areas such as;</p>

	<p>Ensuring income generated from Street Works activities is processed through to invoice in accordance with department procedures and that Fixed Penalty Notices (FPN's) are raised and issued where appropriate, ensuring payment is received for both Invoices and FPN's.</p> <ul style="list-style-type: none"> <li>- Administration of surplus funds from the Surrey Lane Rental Scheme</li> <li>- Carrying out the Customer Care function associated with Street Works activities meeting the required deadlines. This will include dealing with Enquires and Complaints from various stakeholders including on occasions direct contact with Members of the Public.</li> <li>- Supporting the process of reporting faulty statutory undertaker apparatus in line with current legislation.</li> <li>- Processing Street Works Section 50 Licences in accordance with department procedures including dealing with queries that may arise and all financial aspects of the process.</li> <li>- Arranging the switching off/on function of permanent traffic signals in line with the department procedure, liaising with any third party contractors and administering all financial issues associated with this activity.</li> </ul>
<p><b>Line management responsibility</b> if applicable</p>	<p>None</p>
<p><b>Budget responsibility</b> if applicable</p>	<p>None</p>
<p><b>Representative Accountabilities</b> Typical accountabilities in roles at this level in this job family</p>	<p>Planning &amp; Organising</p> <ul style="list-style-type: none"> <li>• Plan and prioritise own work activities for the weeks ahead, to ensure operational efficiency.</li> <li>Respond effectively to changing demands, adjusting priorities as needed.</li> </ul> <p>Policy and Compliance</p> <ul style="list-style-type: none"> <li>• Assist with work in a relevant technical or regulatory area in order that statutory and policy compliance is maintained.</li> </ul> <p>People &amp; partnerships</p> <ul style="list-style-type: none"> <li>• 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.</li> <li>• Guide and/or supervise junior staff in their duties to facilitate their development and ensure service quality standards are maintained.</li> <li>• Communicate and liaise with service users and/or external contacts, representing the team/service as required.</li> </ul> <p>Resources</p> <ul style="list-style-type: none"> <li>• May assist in the management of a small budget or recovery of income.</li> </ul> <p>Analysis, Reporting &amp; Documentation</p> <ul style="list-style-type: none"> <li>• Collate data, prepare reports/statistics to meet statutory/management information requirements.</li> <li>• Recommend improvements and support implementation to systems, processes and procedures, ensuring best practice is shared across the team.</li> <li>• Support, coordinate and undertake research into a variety of projects in the defined area of activity to support achievement of team's objectives.</li> </ul> <p>Duties for all</p> <p>Values: To uphold the values and behaviours of the organisation.</p> <p>Equality &amp; Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity.</p> <p>Health, Safety &amp; 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>

<b>Education, Knowledge, Skills &amp; Abilities, Experience and Personal Characteristics</b>	<ul style="list-style-type: none"> <li>• 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).</li> <li>• Knowledge of relevant technical area including, where appropriate, relevant practical skills.</li> <li>• For some roles a relevant degree may be required.</li> <li>• Good IT skills, including MS Office and database management systems.</li> <li>• Good written and oral communication skills with the ability to build sound relationships with customers and explain technical issues to non technical people.</li> <li>• Ability to prepare and present reports in a logical and digestible format.</li> <li>• High level administrative, analytical and organisational skills.</li> <li>• Able to prioritise and plan own workload in the context of conflicting priorities and work on own initiative.</li> <li>• A methodical approach to information gathering, recording and reporting.</li> <li>• Typically previous work experience in a relevant environment.</li> </ul>
<b>Details of the specific qualifications and/or experience if required for the role in line with the above description</b>	<p>Experience of working in a general office business support/administration function.</p> <p>Competent in the use of IT packages, most notably Microsoft Excel, Word and Office 365.</p> <p>Familiar with delivering the highest level of Customer Care ensuring communications are carried out and recorded in line with Corporate Policy.</p> <p>Experienced and comfortable dealing with financial aspects contributing to an income budget circa £5M p.a.</p> <p>Track record demonstrating the ability to be organised and work to predefined timescales.</p> <p>Some experience of operational and administrative New Roads and Street Works Act 1991 and Traffic Management Act 2004 activities, including knowledge of industry specialised computing systems would be useful.</p> <p>Ability to be a team player, support and cover other members of the Technical Support team and the Street Works department.</p> <p>Ability to work in line with Surrey County Council Agile Working policy.</p>
<b>Role Summary</b>	<p>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.</p>
<b>Reference Number</b>	BM-2021-052