

Role Profile

Part A - Grade & Structure Information

Job Family Code	6RT	Role Title	Traffic Regulation Orders Assistant
Grade	PS6	Reports to (role title)	Traffic Regulations Orders Team Leader & EV Contract Manager
		Directorate/School	Environment and Infrastructure
JE Band	192-227	Service / Department	Highways & Transport
		Date Role Profile was created	May-23

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 provide a legal service throughout Highways & Transport for Surrey by promoting and producing temporary Traffic Regulation Orders and notices to support the Services Capital and Revenue Highway budgets and to support a wide range of outside Agencies. To produce legal documents to very tight timescales and to give legal advice to a wide range of engineers and members.
Work Context	The work involves close communications with a number of Highways Teams. In particular the Parking Team, Engagement & Commissioning Team, Highway Scheme Design Team and Transport and Development Team in determining their legal requirements to support the delivery of their schemes. To also support outside Agencies such as Statutory Undertakers and Developers to carry out their works on the Surrey Road Network. The post holder will be in a training role to produce temporary traffic orders and urgent notices. Correspondence with both Borough and County Members. They will ensure that at all times the County Council is protected in its legal duty and that all Traffic Regulation Orders are sealed before works are undertaken on the highway.
Line management responsibility if applicable	None
Budget responsibility if applicable	N/A
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> <p>To have regard to and comply with safeguarding policy and procedure as appropriate.</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>A keen interest in learning about Traffic Management techniques and current legislation including the Road Traffic Regulation Act 1984 and its corresponding procedural guides. An eye for detail and the ability to produce temporary traffic orders and notices under tight timescales.</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>
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