

Role Profile

Part A - Grade & Structure Information

Job Family Code	7RT	Role Title	Traffic Regulation Orders Officer
Grade	PS7	Reports to (role title)	Traffic Regulations Orders Team Leader & EV Contract Manager
		Directorate	Environment and Infrastructure
JE Band	228-268	Service	Highways & Transport
		Team	Traffic Regulations Orders Team
		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 both temporary and permanent Traffic Regulation Orders 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 cable of processing temporary traffic orders, notices and permanent traffic orders. Any necessary discussions and advice with Senior Solicitors, 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	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 • 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	Good knowledge of Traffic Management techniques and current legislation including detailed knowledge Road Traffic Regulation Act 1984 and its corresponding procedural guides. Up to date knowledge of Traffic Regulation Orders and the ability to produce legal articles for both temporary and permanent traffic orders.
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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