

## CROYDON COUNCIL

### ROLE PROFILE AND PERSON SPECIFICATION

**DEPARTMENT:** Place

**DIVISION:** Streets

**JOB TITLE:** Streetworks Officer

## ROLE PROFILE

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| <b>Job Title:</b>                        | Streetworks Officer   |
| <b>Department:</b>                       | Place   |
| <b>Division:</b>                         | Streets   |
| <b>Grade:</b>                            | 36  |
| <b>Reports to:</b>                       | Senior Network Officer  |
| <b>Responsible for:</b>                  | No direct line management responsibilities.   |
| <b>Role Purpose and Role Dimensions:</b> | <p>Maintain and operate the electronic streetworks register and ensure that all street and road work permits and notifications are accurate and in accordance with the New Roads and Street Works Act (NRSWA), the Traffic Management Act (TMA) and the Croydon Permit Scheme (LoPS). Communicate, negotiate and work closely with works promoters on general and technical matters relating to their works on the public highway to assist the Council in meeting its Network Management Duty including minimising disruption and inconvenience for all road users.</p> <p>Assist with the maintenance of the local street gazetteer and its regular updated submission for publication within the National Street Gazetteer in line with British Standard regulations and Best Practice Guidelines.</p> |
| <b>Commitment to Diversity:</b>          | To take individual and collective professional responsibility for championing the council's diversity agenda, proactively implementing initiatives which secure equality of access and outcomes. Commit to continual development of personal understanding of diversity.  |
| <b>Key External Contacts:</b>            | <ul style="list-style-type: none"><li>▪ Utility Companies</li><li>▪ Software Companies</li><li>▪ Contractors and consultants</li><li>▪ Members of the public</li><li>▪ Transport for London</li><li>▪ Tram Operators</li><li>▪ Network Rail</li><li>▪ Environment Agency</li><li>▪ Geoplace</li><li>▪ Residential and commercial property owners</li><li>▪ Members of Parliament</li><li>▪ Solicitors</li></ul>   |

**Key Internal Contacts:**

- Streetworks Engineers
- Network Maintenance Officers
- Network Improvement Officers
- Network Management Officers
- Contact Centre
- Highway Officers
- IT Officers & their Consultants/Contractors
- Councillors
- Growth Zone and Regeneration officers
- Environmental officers
- Enforcement officers

**Financial Dimensions:**

- Decisions taken have a direct impact on the Council's ability to recover fees/fines under legislation and have major financial implications to both external organisations and the Council.
- Assist in the issue and keep accounts of fees from fixed penalty notices and charges for permits to carry out street works and associated charges e.g. overrunning works.
- Handle cash/cheques or electronic payments for Section 50 and Section 171 licences and keep accounts of fees and bonds received and returned.

**Key Areas for Decision Making:**

- Assess the impact of proposed works on the highway including duration and co-ordination in the knowledge that decisions made can have a significant impact both financially and operationally on the utility company or other works promoter concerned.
- Check information contained within notifications accords with current complex legislation.
- Rectification of administrative or electronic transfer problems
- Required to use a VDU for long periods.
- May be required to vary usual working hours occasionally during busy periods.

**Other Considerations:**

**Is a satisfactory disclosure and baring check required?**

No

**What level of check is required?**

**Is the post politically restricted?**

No

**Is the post exempt from the Rehabilitation of Offenders Act (ROA) 1974?**

No

### **Key Accountabilities and Result Areas:**

### **Key Elements:**

#### **Provide advice**

- Advise internal and external stakeholders on street works legislation issues, including responding to elected members questions and dealing with enquiries from residents and members of the public.

#### **Service delivery**

- Ensure effective administration of permitting of streetworks to minimise network disruption and maximise revenue collection.
- Ensure all notifications and permit applications comply with relevant legislation, meet the council's network management duty and are assessed within prescribed timescales.
- Liaise with Network Management Officers to co-ordinate works to meet the council's network management duty to facilitate the expeditious movement of traffic and to minimise disruption and inconvenience to highway users.
- Assess and determine permit applications received from works promoters including negotiation and rectification of inaccurate information, and ensure parity of treatment of works promoters.
- Reconcile photographic evidence and raise and issue fixed penalty notices.
- Generate and check overrun reports and input results onto the streetworks register.
- Monitor the Street Works Team mailbox and respond to enquiries, complaints and freedom of information requests as necessary.

#### **Individual improvement**

- Manage time and own performance to assist with effective service delivery and personal development.
- Ensure the achievement of personal objectives and performance targets.

### Continuous improvement

- Keep up to date with legal and software changes.
- Contribute to the development of the service/team and assist with the implementation of new initiatives/policies etc.
- Retrieve data and prepare performance statistics.

### Communication

- Communicate effectively with councillors, utilities, contractors and other stakeholders.
- Negotiate with works promoters and others to resolve problems.
- Liaise with Highways Inspectors to protect structure and integrity of highway network.

### Records

- Maintain and update highways records, financial accounts and specialist databases.

### Green Commitment

- Ensuring both individual and teamwork meets the Council's Green Commitment Policy goals in reducing energy consumption and waste, increasing renewable energy use and recycling, contributing to a reduction in traffic congestion and using sustainable materials.

### Data Protection

- Being aware of the council's responsibilities under the General Data Protection Act 2018 for the security, accuracy and relevance of personal data held, ensuring that all administrative and financial processes also comply.
- Maintaining customer records and archive systems in accordance with departmental procedures and policies as well as statutory requirements.

### Confidentiality

- Treating all information acquired through employment, both formally and informally, in confidence. There are strict rules and protocols defining employee access to and use of the council's databases. Any breach of these rules and protocols will be subject to disciplinary investigation. There are internal procedures in place for employees to raise matters of concern regarding such issues as bad practice or mismanagement.

### Equalities and Diversity

- The council has a strong commitment to achieving equality of opportunity in its services to the community and in the employment of people. It expects all employees to understand, comply with and promote its policies in their own work, undertake any appropriate training to help them to challenge prejudice or discrimination.

### Health and Safety

- Being responsible for own Health & Safety, as well as that of colleagues, service users and the public. Employees should co-operate with management, follow established systems of work, use protective equipment and report defects and hazards to management. Managers should carry out, monitor and review risk assessments, providing robust induction and training packages for new and transferring staff, to ensure they receive relevant H&S training, including refresher training, report all accidents in a timely manner on council accident forms, ensure H&S is a standing item in team meetings, liaise with trade union safety representatives about local safety matters and induct and monitor any visiting contractors etc, as appropriate.

### Contribute as an effective and collaborative team member

- Participating in training to demonstrate competence.
- Undertaking training as required for the role.
- Participating in the development, implementation and monitoring of service plans.
- Championing the professional integrity of the service.

## Person Specification

**Job Title:** Streetworks Officer

### Essential knowledge:

- Streetworks legislation including the New Roads & Street Works Act (NRSWA), the Traffic Management Act (TMA) and the Croydon Permit Scheme.
- British Standards and Best Practice Guidelines for the creation and maintenance of the Council's Local Street Gazetteer would be an advantage.
- Highway reinstatement materials and methods.
- Works promoters' highway operations.
- Have or work towards obtaining the NRSWA Supervisor Accreditation certificate(s) or Lantra. Training course can be booked.

### Essential skills and abilities:

- Access and interrogate an electronic streetworks register.
- Effective negotiation and decision making.
- Represent the Council in discussions and at meetings.
- Develop and maintain good working relationships with works promoters and others.
- Work to tight deadlines whilst consistently maintaining a high level of accuracy.

- Use initiative, prioritise workload and work unsupervised.
- Self-motivated while working constructively within a small team.
- Assist with the development of effective team working.
- Excellent communication skills and be able to maintain records clearly, concisely and accurately.
- Good numeracy skills.

**Essential experience:**

- Use and maintenance of API Confirm software to be compliant with Street Manager streetworks register.
- Assessment of impact of streetworks including co-ordination of works.
- Maintenance of local street gazetteer to British Standards.
- Generation of reports for production of performance statistics using Excel and other software.

**Special conditions:**

- Able to use a laptop for long periods within health & safety regulations.