

## Job Description

### Traffic Technician/Engineer III

Role Profile	JE – Role Profile – <b>Specialist Band H</b>
Service/Team	Transport & Engineering (Transport Network Management)
Reports to	Traffic Team Leader
Responsible for	N/A
Number of posts	2
Post number	tbc
Career Grade	

**My job improves the quality of life for the people of Bournemouth, Poole and Christchurch** by ensuring the efficient management of the highway network through permanent and temporary traffic management solutions to minimise disruption to the travelling public and minimise their risk of injury. Actively contribute to taking forward the council's capital improvement programme to support the delivery of Local Transport Plan objectives including active travel options in collaboration with the councils engineering, planning and sustainable travel teams and wider in-house teams as well external stakeholders on cycling, walking and public transport improvements. Work with communities to provide positive solutions to community issues on the highway network.

#### Job Overview

To assist in delivery of traffic management and highway improvement projects to enable the Council to fulfil its statutory duties in line with Local Transport Plan and its strategic objectives to improve road safety and encourage active travel.

To conduct assessment and prioritisation of community and councillor requests and contribute to the future programme of site-appropriate traffic management and minor improvement schemes.

To assist in providing specialist complex advice to brief the engineering and planning teams on traffic management solutions and TRO procedures and to project manage the traffic team capital programme as a key priority of the Local Transport Plan.

To manage and provide professional support and advice on temporary traffic management solutions for improvement projects, developers, utility companies and events - to ensure that the highway network is managed safely and to reduce congestion through appropriate TTRO's (Temporary Traffic Regulation Orders) & TRN's (Traffic Regulation Notices).

To provide up-to-date information on and ensure effective communication in respect of traffic management to members of the public, partners, colleagues and elected members. To work with sustainable travel teams to promote the use of safe active travel options. Must have a clear objective to maintain and improve the efficiency and safety of the road network and develop innovative and develop appropriate timely interventions based on legislative requirements, best practice and using the most cost-effective solutions.

This job description is not exhaustive and reflects the type and range of tasks, responsibilities and outcomes associated with this post.

## Key Responsibilities

- Provide specialist technical support, advice, and co-ordination in the design, implementation and monitoring of engineering, construction, maintenance, traffic and transport related schemes, services, policies, projects or improvement works, helping to ensure that they are delivered in accordance with requirements and broader strategies.
- Act as a point of contact for the team, dealing with enquiries from Members, the public, contractors and other stakeholders so that their queries, complaints, or inputs can be resolved, or directed to an appropriate channel.
- Prepare drawings, information, and/or designs for traffic and transport, minor highways or engineering related projects to support their development and delivery.
- Undertake site visits to investigate issues with traffic and transport, highways or engineering related services, or to inform development of projects, policies, drawings and schemes.
- Create and maintain accurate and timely records, logs and databases relating to the activities of the service including archiving of technical records, to provide an audit trail and a central log of data and information to inform service provision.
- Represent the team at meetings where appropriate, to gather and share information, and to promote the work of the team.
- Provide supervision of works, service delivery, under appropriate direction, to ensure that traffic and transportation, engineering, construction, maintenance or improvements works are delivered in accordance with quality, cost, and time requirements.
- Handle more complex enquiries arising from Members, the public, contractors and other stakeholders so that their queries, complaints, or inputs can be resolved, or directed to an appropriate channel.
- Provide support in undertaking surveys, studies, audits, site measurements, risk assessments and analysis to understand the viability or requirements for services, projects and schemes.
- Liaise with internal and external colleagues/contractor/suppliers/partners to contribute to service and project delivery and/or to ensure that infrastructure, traffic and transportation services are delivered according to specification and budget.
- Support formulation of technical advice and reports to support the reporting of progress of projects and schemes or decision making/governance processes.
- Create and maintain accurate and timely records, logs and databases relating to the activities of the service to ensure that clear records and up to date information is available for the department or business unit.
- Contribute to and celebrate the success of the whole team.
- Encourage and listen to new ideas from everyone and be positive about change.
- Share open and honest feedback in a constructive manner.

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- Brief/organise and supervise the delivery of traffic and transportation, minor highways or engineering related projects and services to ensure that they are delivered in accordance with quality, cost, and time requirements.
- Supervise, coordinate, and influence the work of others, such as technicians, consultants and contractors as allocated, ensuring work is completed on time and to required standards.
- Work with external bodies and agencies on technical, construction, maintenance, services, policies relating to traffic and transportation related projects, or engineering schemes to ensure their appropriate alignment with joint objectives.
- Prepare drawings, reports, briefs, specifications, contract documents and designs for highways, monitoring, engineering, traffic and transportation related projects and services to support their development and delivery.
- Undertake surveys and analysis of data, consultation information, and other information to identify trends, prepare technical reports and to aid in the recommendation for new traffic and transportation and construction/engineering/improvement schemes and services.
- Provide advice and technical evaluation of proposed projects or schemes to colleagues, partners and customers, including the commissioning of audits, to support the proper, effective, and safe development of traffic and transportation related projects/services and/or construction/engineering/improvement schemes.
- Participate in the development of the service through personal training and development.
- Provide day to day management of information and data, such as asset registers, so that that clear records and up to date information is available for the department or business unit, and to inform the analysis of trends and development of new projects/services.
- Monitor cost and financial information relating to projects.

### **Specific Qualifications and Experience**

- Diploma or Degree in relevant engineering or traffic/transportation discipline. (Essential)
- Knowledge of regulations and processes relating to area of work (Essential)  
such as traffic, transportation, highways, construction, maintenance or engineering.
- Good knowledge of ICT including Excel, Word, Outlook and other (Essential)  
programmes relevant to the role.
- Experience of preparing technical, service and/or policy information such as simple drawings, designs and project plans. (Essential)
- Experience working in a customer facing role.
- Ability to plan and organise own work and deal with competing demands. (Essential)
- Ability to handle enquiries and complaints from a wide range of sources, (Essential)  
including elected members, complaints from the public, or from parties seeking detailed information.
- Good knowledge of the work practices, processes and procedures relevant (Essential)  
to own area of work, including broader commercial awareness.
- Experience and knowledge of how to develop traffic and transportation (Essential)  
services and schemes and/or design and construction types.
- Experience and knowledge of contract and project management (Essential)  
techniques, including cost and quality control.
- Knowledge and understanding of health and safety legislation and (Essential)  
its application to traffic and transportation, building trades, engineering, construction,  
maintenance and repairs.

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- Ability to supervise and direct work of others, such as contractors and consultants. (Essential)
- Ability to communicate effectively and cause understanding in others, drawing on technical and specialist knowledge. (Essential)
- Flexible approach to case work, understanding different customer needs (Desirable)
- Provide advice on a range of issues within set guidelines. (Desirable)
- Analyse data and interpret customer information, highlighting relevant trends or issues to managers in order to support informed decision making. (Desirable)
- Co-ordinate processes and systems in relation to workflow management. (Desirable)

### **Personal Qualities & Attributes**

- Use curiosity about the way things are done to recommend, create and implement more effective ways of working that will enhance customer experience.
- Use effective interpersonal skills to develop solutions to a range of problems where there are a range of options and the information is unclear or conflicting.
- Be able to use judgement where personal or sensitive information is being shared, responding in an appropriate and balanced manner.
- Be able to use judgement in regard to the use of politically sensitive information.
- Work in partnership with other areas to identify, recommend, and develop improvements to the efficiency and continuity of own area of work.
- Contribute to the development of policy and procedure within own area using information and data from customers.

### **Job Requirements**

- Associate Member of a professional body.
- Must be able to travel, using public or other forms of transport where they are viable, or by holding a valid UK driving licence with access to own or pool car.

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