

Job Description

Network Permit Officer - Streetworks

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| Role Profile | Specialist Band G |
| Service/Team | Infrastructure |
| Reports to | Streetworks Manager |
| Responsible for | None |
| Number of posts | 1 |
| Post number | tbc |

My job improves the quality of life for the people of Bournemouth, Christchurch, and Poole by acting as a focal point for all streetwork activity, ensure that all requests are planned, scheduled and carried out both within the confines of regulations and in order to minimise disruption for road users.

Job Overview

To plan, co-ordinate, monitor and inspect the streetwork activity of public utility companies, the Council and other contractors, in order to ensure that all road works are carried out within the boundaries of a strict legal framework. To work as part of the Streetworks Team, whose function it is to ensure that all streetwork related activities are planned, inspected, processed and carried out in accordance with regulations.

Key Responsibilities

- Provide technical support for the team, to ensure that the service operates and develops effectively for the benefit of our customers. For example, creating reports, maintaining records in the Geographical Information System (GIS) database, manage in content of team internet and intranet pages and ensure they are updated appropriately. Assess and report on schemes outcomes against targets.
- Set realistic licensing conditions for street works activity that seek to minimise disruption to the travelling public (including all classes of road user).
- Identify departures from the agree conditions, challenge practices and raise appropriate penalties and/or additional permitting or other charges.
- Undertake regular site surveys, including checking of the sites, technical interpretation and preparation of plans and drawings. Maintain records of work progress, e.g. survey, design, estimates, checking of drawings, cost apportionments etc. and achieve pre-determined targets.
- Analyse and interpret complex information in order to prepare reports, plans and a range of written material in order to deliver priorities and ensure activities within the service are conducted professionally.
- May be required to act as a lead, allocating work and coaching others.
- 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.
- Contribute to medium term planning projects which may include reviewing working arrangements to ensure continuous improvement and business continuity.

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

Prepared by the Director of G&I October 2019.

- Carry out computer-based designs using Computer Aided Design (CAD) or GIS based plan preparations, in order to complete plan presentations. Operate appropriate IT systems including CAD or GIS.
- Sound communication and interpersonal skills in order to interact effectively with a range of customers and create effective working relationships.
- Maintain key working relationships with internal customers, team colleagues and external partners/ organisations.
- Co-ordinate processes and systems in relation to work flow management Present information and recommendations in a focussed and engaging way.
- Provide mentoring, coaching and/or on the job training to staff to encourage their development. Assist in commissioning and supervising consultants to undertake surveys, design and supervision of works.
- Responsible for regularly handling, processing and storing confidential information relating to the service.
- Manage/chair service projects and/or reviews, or contribute to corporate projects and/or reviews, challenge existing practices and generating ideas and solutions, recognising and balancing risks with reward meeting agreed timescales.
- Remain up to date and compliant with all relevant legislation, organisational procedures, policies and professional codes of conduct in order to uphold standards of best practice. Additionally, to assist the team to remain up to date and compliant.
- Supports equality and diversity and respects customers, clients and other members of staff regardless of gender, age, disability, sexual orientation, religion or ethnic origin.

Specific Qualifications and Experience

- Minimum of 6 NVQ 4 level qualifications with A-C passes including Maths and English or equivalent qualification or demonstrable equivalent comparable experience.
- Degree or HND or equivalent qualification.
- Demonstrate evidence of delivering an effective, efficient professional service to a range of customers.
- Demonstrate knowledge and experience of working a highway, transport or planning discipline.
- Knowledge and experience of using specialist IT systems for example, GIS or CAD.
- Relevant theoretical or organisational knowledge of systems, procedures and policies in an appropriate specialism.

Personal Qualities & Attributes

- Ability to interpret varied and complex information to produce a high-quality document within minimal guidance.
- Develop relationships with customers which could have a direct impact on the service.
- Seek to resolve any barriers to collaborating with others by communicating openly and challenging unhelpful behaviour.
- Appreciate diversity in both customers and colleagues and consider their specific needs.
- Develop breadth or depth of knowledge through exposure to different activities and by learning from or shadowing more experienced colleagues.
- Ability to organise/prioritise work and co-ordinate a variety of tasks in a clear and logical way and meet agreed deadlines.

- Sound communications and interpersonal skills in order to interact effectively with a range of customers and create effective working relationships
- Sound and accurate IT skills including specialist software such as CAD or GIS. Good working knowledge of Word, Excel and PowerPoint (or equivalent packages) for the integral use of word processing, data processing, report writing, creating enhanced presentations and maintaining computer databases at a high level.
- Excellent literacy and numeracy skills in order to analyse and interpret complex written materials and to respond to complex correspondence.
- Sound technical knowledge in relevant discipline to a level suitable to provide advice and support to other team members.
- High level of resilience, attention to detail, emotional intelligence, calm under pressure
- Ability in risk-based and objective led decision making to ensure service quality is maintained.
- Local knowledge of the BCP road network & geography.

Job Requirements

- 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.
- Must be able to attend site meetings & work in the Civic Centre Offices once a week, as this is a hybrid role, working both remotely, in the office & from home.