

Job Description

Traffic Technician/Engineer I

Role Profile	JE – Role Profile – Specialist Band F
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 support 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.
- 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.

Specific Qualifications and Experience

- 3 A levels or NVQ Level 3 standard. (Essential)
- Good knowledge of ICT including Excel, Word, Outlook and other programmes relevant to the role. (Essential)
- 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, including elected members, complaints from the public, or from parties seeking detailed information. (Essential)
- Good knowledge of the work practices, processes and procedures relevant to own area of work, including broader commercial awareness. (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

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

- 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

- 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.