Role Profile

Job Title: Traffic Technician	**Role Profile Number:** RTN23
Grade: N	**Date Prepared**: January 2014 - Updated November 2020
Directorate/Group: Strategic Development - Strategic Transport & Infrastructure	**Reporting to:** Traffic Manager
Structure Chart attached:	No

Job Purpose

- To work as part of the Traffic Management & Road Safety team providing safe and effective management of Swindon's highway network.

- To contribute to the identification, prioritisation, management and implementation of traffic management and road safety improvement schemes in accordance with Council policy and statutory requirements.

Key Accountabilities

- Identify, assess and prioritise traffic management and road safety issues to inform the setting of work programmes.

- Be responsible for the design and implementation of traffic management and road safety improvement schemes, including the production of technical drawings, estimates, setting out of site works and procurement of such works from the council's direct works contractor or another.

- Analyse and interpret data including injury collision records, traffic volumes and speeds and other relevant datasets to inform traffic management & road safety solutions within legislative framework and technical guidelines.

- Prepare drawings of Traffic Regulation Orders using specialist software and provide detail to inform associated legal documents.

- Be responsible for the collation, commissioning and disseminating of traffic surveys. Monitor and review performance of external contractors though the data collection contract, identify and take forward changes to the service provided where appropriate. Share traffic data with stakeholders

when required.

- Produce technical drawings and graphs using various software systems to illustrate data trends, monitoring of completed schemes and traffic flow information.

- Prepare written or verbal reports to Senior Officers, Cabinet Members, Ward Councillors, the general public and other interested parties as required.

- Prepare and present business cases to Officer Project Board, provide project status updates and act as Project Manager in the effective procurement and delivery of traffic management and road safety improvement schemes.

- Undertake and take responsibility for correspondence, telephone calls and site visits delivering a high level of customer care while doing so, in line with corporate guidelines.

- Carry out consultations with relevant stakeholders, provide regular project updates for interested parties and provide content for Highways Newsletters, social media and website communications to promote and publicise the work of the Traffic Management & Road Safety team.

- Provide technical traffic management advice, information and data to other business units and comment upon planning applications and other development proposals in respect of traffic management.

Supplementary Accountabilities

- Monitor HGV Operating Centre applications, communicating information to interested parties and liaising with the Operator and Traffic Commissioner's Office to gather pertinent information for the Traffic Manager to consider. Manage the Council's record-keeping of Operating Centre applications & decisions.

- Contribute to the development of traffic management and road safety strategies and input into the continuous improvement of the teams working practices in accordance with the Council Vision, Service Area Business Plans and Service Improvement Plan.

- Prepare responses to Press, Media and general public enquiries.

- When requested, manage scheme and revenue budgets.

- Prepare and submit project briefs to internal and external consultants and act as Project Sponsor overseeing consultation and scheme implementation within programmed timescales.

- When required represent the Traffic Management & Road Safety team at meetings and presentations, preparing documentation beforehand as required and recording and presenting actions arising.

- When required deputise for the Traffic Manager.

- Ability to travel across the Borough for meetings, ability to drive.

- Act in accordance with Health & Safety regulations and be responsible for client and / or designer CDM requirements.

Knowledge & Experience

Candidates must have substantial knowledge and experience in the following areas of business and will be required to provide evidence of this:

Minimum

- Extensive experience at Technician level in a traffic management, transportation planning, or road safety role.
- Good evidence of overseeing the work of site personnel, with an emphasis on health and safety and risk management.
- Computer literate with a working knowledge of internet, databases, spreadsheets and word processing.
- High level of literacy and numeracy.
- Good ability to read maps and interpret technical plans and drawings.
- Good evidence of ability to use specialist GIS-based and drawing software such as MapInfo and Computer Aided Design (CAD).
- High level of verbal and written communication skills.
- Good analytical skills to interpret data and identify themes for further investigation.

Preferred

- High level of understanding of traffic related data collection and its applications.
- High level of working and technical understanding of related legislation and guidance such as the Road Traffic Regulations, DMRB and other.
- Experience of working in a Local Authority environment and familiar with the structure and governance of local government organisations.

Qualifications

Minimum

- Educated to Higher National Certificate level or similar.

Decision Making

- Take responsibility for the prioritisation of requests from external and internal sources for vehicle flow data and the prioritisation of minor traffic management improvement requests.
- Undertake risk assessments of actions on trafficked highway and implement corrective actions when identified.
- Carry out technical assessment of development applications in respect of congestion and provide

professional comments.

- The content of responses to customers.
- Using both technical and legislative knowledge to decide and give instructions as to how minor works are undertaken within the highway.
- Site based decision making of a technical nature.
- Post holder will be frequently required to use own judgment.
- Know when to seek advice or act on own initiative.

Creativity and Innovation

- Using gathered knowledge and technical experience select data collection sites, timings and programmes to give the most usable and appropriate data in respect of traffic and congestion management.
- Ability to identify and introduce innovative design and assessment in addressing traffic management, parking and congestion issues.
- Ability to understand, interpret and evidence customer requests based on perception.

Job Scope **Number and types of jobs managed** This is a technical post without any direct line management, other than for site construction operatives. The post is also responsible for procurement of schemes through project managers, thereby overseeing the role of individual team members. **Typical tasks supervised/allocated to others** • Procurement and delivery of traffic management schemes generally below £250K in value. • Extrapolation of information from both internal and external databases. • The overseeing of site work and commissioning of completed schemes. • Site collection of traffic data. • Traffic modelling using data collected.	**Budget Holder** **Responsibility** **Asset Responsibility**:	Overall responsibility as sponsor for the delivery of schemes up to a value of £100k Financial responsibilities up to £10K in any one instance. No

Contacts and Relationships *(how the role relates to the work of others i.e. officers, groups, committees, general public, members, partner organisations, internal and external contacts of the council)*

- Working closely with colleagues, improving communication and connectivity in order to make better use of the resources, facilities, relationships and partnerships.
- Working in a collaborative manner with external and internal customers, community members and other bodies that interact with this role.

- Daily written and verbal communication with the public, elected members, officers, external consultants and contractors, developers and other stakeholders in the identification and delivery of traffic management and road safety improvements.
- Internal contacts will include officers up to and including Director level.

Values and Behaviours

We strive to underpin our culture of being At our Best through strong management and authentic leadership. This means getting the management basics right. We own and demonstrate accountability, both individually and collectively, and aim to get things right first time. Building on this we also expect everyone at SBC to demonstrate and live our organisational values and behaviours, by displaying:

- Accountability at all levels
- Customer care and pride in what we do
- Continuous learning and evaluation
- Valuing one another and the contribution each of us makes

Other Key Features of the role (working environment / emotional / conditions i.e. regular outside work, unpleasant or hazardous conditions, practical demands such as standing, carrying or working in constrained positions, potential verbal abuse and aggression from people, or risk of injury)

- Dealing with road safety accident details that could have resulted in fatalities or serious injury
- Debate with members of the public that may lead to abuse and/or aggression
- Working in trafficked roads
- Occasional lone working
- Mix of home, office and site based work

Employee Signature:	Print Name:
Date:	
Line Managers Signature:	Print Name::
Date:	