

<b>Job Title:</b> Senior Network Coordinator	<b>Role Profile Number:</b> RTN27
<b>Grade:</b> Q	<b>Date Prepared:</b> January 2021
<b>Directorate/Group:</b> Economy and Development	<b>Reporting to:</b> Network Manager
<b>Structure Chart attached:</b>	No

**Job Purpose**

- As a Highway Authority, Swindon Borough Council has statutory responsibility to manage their highway (network) in an effective manner, to control and reduce congestion and provide a high-level of safe and reliable journeys to the road user.
- The role is to lead the Network Coordination service, to ensure all the functions are carried out to best effect and the efficient and effective operation of the Service will deliver the Council’s Network Management Duty.
- To assess incoming street works permit applications, review the potential impact and coordinate the works in conjunction with other permit works or network activities to minimise disruption and reduce congestion on the public highway, in accordance with the legislative requirements of the New Roads and Street Works Act 1991 (NRSWA). As amended by the Traffic Management Act 2004 (TMA), in association with the requirements of the Swindon Borough Council Permit Scheme.

**Key Accountabilities**

**Planning & Organising**

- Undertake and coordinate projects, feasibility studies and reviews in a defined area of activity to support and enhance service delivery.
- Provide a range of specialist services advising and assisting customers in area of expertise, to maximise service quality, efficiency and continuity.
- Ensure personal and where appropriate team compliance with established protocols, procedures and practices.

- Audit and monitor compliance with council requirements.
- Line Manage the work of others, allocating and prioritising work and managing performance to secure efficient service delivery.
- Undertake Personal Development Plans (PDP) of staff in accordance with the Council's policy.
- Assist with budget/resource management in accordance with the council policies and procedures.
- Engage with relevant organisations where remedial actions have not been taken or prosecutions, including fines and charges, have not been met to resolve issues. Appear in court on behalf of the Council to support pro prosecutions, as required.
- Collate, store, record and analyse relevant data producing high quality reports, controlling data quality and integrity and recommending actions as appropriate. Duties for all Values: To uphold the values and behaviours of the organisation.
- Assist in the management and development of administrative systems and procedures for the NRSWA, as amended by the TMA to ensure Permit Applications are correctly received and assessed.
- Assess Permit Applications for accuracy and potential breaches of the Acts and Scheme, discussing details with the works promoters where these do not comply and applying judgement as to any subsequent action, including implementation of the fixed penalty notice (FPN) process to drive improvement and thereby the potential for coordination, granting or refusing Permit Applications in line with the requirements of applying relevant conditions where applicable.
- Undertake continuous monitoring of Permit applications, major projects and programmes to identify works clashes and collaboration opportunities, based on system advice, experience and local knowledge, and proactively advise and/or negotiate with works promoters on alternative dates to ensure minimal disruption to the network applying the Street Works Team Coordination policy and principles.
- To produce, maintain and analyse records of all street works activities and supply comprehensive information as required for the department's reports, statistics and invoices, providing accurate and concise documentary evidence (including photographs) for both reinstatement defects, Fixed Penalty Notice and Section 74 performance.
- Coordinate and challenge works promoters on their works arrangements including timing, duration, location and traffic management, negotiating to reach an agreement between all parties that ensures compliance with the NRSWA, TMA and provides the best service to highway users in accordance with the Network Management Team procedure.
- In liaison with the Inspection and Enforcement officers, coordinate all highways activities alongside those activities notified in line with the principles of the TMA, NRSWA and the Network Management

Team Coordination Policy and to assist all staff with the interpretation of Regulations and Codes of Practice related to the Acts.

- To attend site meetings with the representative of Wiltshire Police, Swindon Bus Companies and Utility Companies or their agents and any other stakeholders to co-ordinate highways activities.
- Advise on appropriate traffic management requirements for works sites considering the need for operative and public safety, and maintaining the expeditious movement of traffic, in line with the Safety at Street Works and Road Works Code of Practice and TSM Chapter Eight requirements.
- Participates as a member of the Council's team for responding as directed on major / civil emergencies.
- Undertake Street Works Stakeholder engagement with particular reference to Councillors and Residents, responding to and resolving enquiries received via e-mail, Service Request, personal visit or telephone and updating the Inspection and Enforcement Team and web pages when required to ensure continually improving customer care. Including notifying works to Councillors and senior management in line with the Street Works Policy.
- Assess and review temporary traffic light requests for compliance and potential impact on the network, approving, rejecting or recommending alterations to the request as necessary, to ensure expeditious movement of traffic.
- Produce various reports providing weekly road works bulletins and other major works reports to monitor and review the impact of major works on the borough network.
- Proactively contribute to and carry out relevant administrative functions such as organising and preparing minutes of Highway Authorities and Utilities Committee (HAUC) and other coordination meetings to enable effective coordination of works, improved utility/contractor performance, ensuring parity across all parties to enable effective coordination of works on the highway.
- Ensure section 58 restrictions are applied to all works meeting the necessary requirements in accordance with the NRSWA to ensure the ongoing integrity of the highway network.
- Work in close liaison with other Network Coordinators and Inspection and Enforcement Officers on coordination and network integrity with particular reference to identifying potential over run situations in accordance with section 74 of the NRSWA, especially where requests for revised works durations have reasonably been declined.
- Review all applications for Temporary Traffic Regulation Orders and agree necessity for Order and also suitability of any diversion route required with respect to other activities on the street.
- To liaise with WDM and IT to ensure that the Street Works Register is maintained correctly, carrying out weekly file corrections; interpreting the results and rectifying any corrupt files; identifying

refinements and additions to the system; updating the National Street Works Gazetteer as required and ensuring that the Register is amended accordingly.

- To represent the Council's interests by giving evidence in a Court of Law on all matters relating to incidents on the Public Highway.
- Support the Council's insurance section, in court if required, regarding defending claims against the authority.
- Act as the Council's representative for major events taking place on the highway network, to attend Safety Advisory Group meetings with event organisers and other key stakeholders.
- To provide as necessary supporting documentation to assist in the recovery of the Council's costs in respect of rechargeable works.
- Deputises for the Network Manager in their absence, or as directed to attend departmental, inter-departmental and inter-authority meetings, working parties etc as the departmental representative.
- Participate in recruitment, induction, training and development programmes to help develop the service and ensure it has the skills it needs to deliver its forward programme.
- Oversee the payment and reconciliation of fees and charges to ensure there is no loss of income through ineffective administration or non-payments.
- Define requirements for financial and performance data and review income against targets, project income and expenditure, in liaison with the budget holders where required.
- Close liaison with the Inspection and Enforcement Officers in order to assist them in the management of inspection and enforcement regimes.
- To ensure that all charges are due to the Council in relation to permits or enforcement of street works are correctly logged on the system, databases and spreadsheets.
- To undertake any other duties within the general scope of the post.

### **Supplementary Accountabilities**

- To assist in preparing reports to committee relating to highways matters and to provide information to working parties, commissions and project teams as appropriate. Ensure compliance with Standing Orders, Financial regulations and all relevant legislation. Respond to requests and queries from Council Members and members of the public, in a helpful and constructive way. Provide good communication with the team and the wider organisation.

- Develop and practice awareness of professional responsibilities and obligations to colleagues, employer and community. Ensure that the quality assurance systems are adhered to, monitored and reported as required.
- To keep abreast of technical developments and changes in legislation to ensure compliance with statutory requirements and to be able to take forward innovation relating to the duties of the post.
- In accordance with the provision of Health & Safety at Work Act 1974, take responsible care for the health and safety of myself and other people who may be affected by acts or omissions at work. Also co-operate with the Council so far as is necessary to enable the Council to perform or comply with its duties under any statutory health and safety provisions.

### **Knowledge & Experience**

- Knowledge of relevant legislation, practices and policies applicable to specialist area.
- Excellent IT skills, including MS Office and database management systems.
- Ability to undertake technical work relevant to the role.
- Excellent written and oral communication skills with the ability to build sound relationships with customers.
- Ability to apply specialist knowledge to respond to complex enquires from a range of stakeholders.
- Previous experience processing, analysing and reporting data.
- Previous practical experience in a relevant field.
- Ability to manage a range of projects through to completion.
- Effective interpersonal, influencing and negotiation skills.
- Experience of line management (desirable)

### **Qualifications**

- Educated to Degree level or relevant compensatory experience
- NRSWA Streetworks (Supervisor)
- CSCS Card in relevant category
- Full UK driving licence to undertake site visits and attend meetings across the Borough is essential.

### **Decision Making**

- Post holder will be required to use own judgement to know when to seek advice or act on own initiative.
- Post holder required to prioritise own workload on daily basis to meet the service needs, ensuring any statutory deadlines are met as part of the team.
- Prepares advice and makes recommendations, concerning all matters within this work area.



## **Contacts and Relationships**

- The post holder communicates both orally and in writing, with an extensive and varied range of contacts in order to provide professional advice or exchange information. The work entails daily contact with the Transport Planning, Development; Local Planning Authority; other SBC specialist, members of the public and statutory utility organisations.
- Written and verbal communication with the public, members, council officers, developers, environment agency and external consultants on routine basis.
- Verbal communication is integral to this post and will involve constant communications with member of the team and will include one to one and team meetings and with individuals and groups external to the team. Verbal communication externally is required when discussing issues and when working with our partners. Speaking with members of the public and Councillors can be a daily occurrence. In all cases it is vitally important that the communication is accurate and is understood by the receiver.

## **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**

It will also require dealing with contractors and members of the public in a professional manner.

The nature of the work may involve the post holder carrying out work outside of normal working hours.

The nature of the work may involve the post holder carrying out work at different locations than their designated base.

The post holder may be required to attend, from time to time, training courses, conferences, seminars or other meetings as required by his/her own training needs and the needs of the service.

<b>Employee Signature:</b>	Print Name:
<b>Date:</b>	
<b>Line Managers Signature:</b>	Print Name::
<b>Date:</b>	