



Job Title: Network Coordinator	Role Profile Number: RTN25
Grade: M	Date Prepared: November 2020 (updated March 2022)
Directorate/Group: Strategic Development and Growth	Reporting to: Senior Network Coordinator
Structure Chart attached:	No

Job Purpose

- 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.
- To ensure all permits are reviewed and co-ordinated and managed accurately and efficiently to preserve the free flow of the Highway network.
- To engage proactively with affected residents, Ward Members, MP's and the Communications unit as required to ensure that works are well understood in advance and programmed to minimise disruption to residents.

Key Accountabilities

Planning & Organising

- Assess and coordinate permit applications and ensure responses are issued in a timely manner
- Plan and prioritise own work activities for the months ahead, to ensure operational efficiency.
- Respond effectively to changing demands, adjusting priorities as needed.
- Ensure personal and where appropriate team compliance with established protocols, procedures and practices.
- Audit and monitor compliance with permit approvals.

- Assist with day to day work activities and colleagues to perform the role and service functions.
- Undertake structured proactive engagement with affected residents, Ward Members, MP's and the Council's Communications unit to ensure that works are well understood in advance and their implications clearly projected to affected residents
- Resolve issues/queries independently and recommend alternative solutions to peers and applicants if unable to assist
- Maintain specialist equipment, systems and software (or maintain knowledge of these in some roles)
- Assist with budget/resource management in accordance with the council policies and procedures. Analysis, Reporting & Documentation.

Supplementary Accountabilities

- To assist in preparing reports to 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.
- In accordance with the provision of Health & Safety at Work Act 1974, take responsible care for the health and safety of your own person and other people who may be affected by acts or omissions at work.
- Ensure as required that the Council performs or complies with its duties under any statutory health and safety provisions.
- Ability to make site visits

Knowledge & Experience

Essential:

- Ability to manage competing priorities and deadlines.
- Excellent written and oral communication skills with the ability to build sound relationships with stakeholders.
- Effective interpersonal, influencing and negotiation skills.
- Ability to manage own time and deliver what is required in an efficient manner.
- Ability to work as part of a team and contribute and assist other officers in their duties
- Experience in using other commonly used computer applications such as Microsoft Word, Excel and the internet.

- Ability and confident to conduct lone working.
- Knowledge of the New Roads and Street Works Act 1991, Traffic Management Act 2004 and the Highways Act 1980, National Conditions for permit Schemes.
- Excellent IT skills, including MS Office and database management systems or processes.
- Ability to undertake technical work relevant to the role.
- Ability to apply specialist knowledge to respond to complex enquires from a range of stakeholders.
- Able to make decisions relating to permit applications.

Desirable:

- Experience processing, analysing and reporting data.
- Practical experience in a relevant field.
- Ability to manage a range of projects through to completion.
- Significant experience of using computerised mapping systems.
- Experience of Local Authority practices and processes
- Experience of a computerised street works database system to analyse and input street works permits.
- Use of Street Works Permit or noticing systems / Document Management systems, or relevant equivalent software.

Qualifications

- Relevant highway experience
- GCSE level grade A to C including English & Maths

Desirable:

- NRSWA Supervisory card (LA and S1 to S5)
- CSCS Card in relevant category

Decision Making

- Post holder will be required to use own judgement to know when to seek advice from peers 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.
- Makes recommendation on the highways impact of permit applications and other submissions that have the potential for a significant and lasting impact on communities and have the ability to compromise the Councils ability to effectively manage and maintain the public highway.

Creativity and Innovation

- The post holder is frequently required to use their own initiative, experience and judgement in assessing the acceptability of innovative and experimental road layouts that fall outside of current

guidelines and is required to seek through their own initiative and creativity, workable solutions to highway issues.

- The resolution of problems is often unique to individual assets and creative and innovative solutions are often explored in the search to provide Best Value. Tight deadlines and other targets often prompt creativity and innovation, but always staying within the bounds of accepted good practice.
- The job requires continual professional development to ensure an awareness of the development of new professional and industry practices, which need to be applied in an informed manner in order to support the Council’s overarching aims and objectives.

<p><u>Job Scope</u></p> <p>Number and types of jobs managed</p> <ul style="list-style-type: none"> • No direct reports <p>Typical tasks supervised/allocated to others</p> <ul style="list-style-type: none"> • Ensure accurate and timely responses to service users and stakeholders. • Ensure timely inspection of works. • Document management. 	<p>Budget Holder</p> <p>Responsibility</p> <p>Asset Responsibility:</p>	<p>No</p> <p>Day to day management of the workload.</p> <p>The post holder will be provided with the necessary safety equipment to make site visits, etc, and will be responsible for its safe keeping, as well as ensuring new equipment is provided by the Council if it is damaged.</p>
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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, other SBC specialists, and 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 members of the team and external customers and may include one to one and team meetings with colleagues and with individuals and/or 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.

Other Key Features of the role

The role also requires dealing with contractors and members of the public in a professional manner.

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