



Job Title: Technical Support Officer	Role Profile Number: RTN24
Grade: L	Date Prepared: November 2020
Directorate/Group: Economy & Development	Reporting to: Senior Network Coordinator
Structure Chart attached:	No

Job Purpose

- To assist in the implementation of the Swindon Borough Council permit Scheme in accordance with the national conditions for Permit Schemes, Codes of Practice of the New Roads and Street Works Act (NRSWA) 1991 and the statutory network management duty requirements of the Traffic Management Act (TMA) 2004 all with minimum disruption to highway users.
- To ensure all permits are reviewed and co-ordinated and managed accurately and efficiently to preserve the free flow of the Highway network

Key Accountabilities

- Permit Applications
Analyse and deal with NRSWA and TMA permit applications accurately and efficiently within the agreed timescales and in line with national conditions and guidelines.
- Highlight conflicts
Grant or refuse permit applications
- Co-ordination
Assist in the coordination of permits working as part of a team to resolve any conflicts, refusals, directions, or variation request, which must be acted on immediately by updating the permit, as required. Liaise with the utility company to a satisfactory conclusion.
- Work as a team with Street Works Officers to assist in the processing of Temporary Traffic Regulation Orders and licences.

- **Data management**
Maintain precise and accurate and up to date records in line with permit procedures, NRSWA and TMA legislation.
- **Fees, Fines and Fixed Penalty Notices (FPNs)**
Assist in managing the fees, fines, charges and FPNs and ensure they are managed in line with the Permit Scheme Procedures. Support the process for ensuring utility companies fees and fines are set and issue invoices and ensure they are paid accordingly.
- **Investigations**
Assist in dealing with all aspects of section 74 and FPN investigations including ascertaining responsibility, charge liability and correspondence with the utility company. Maintain accurate records to enable comparison and assist future analysis.
- **Communication**
Communicate consistently and effectively with utility companies and works promoters regarding permit approval, refusals, permit directions and variations.
- **Working Relationships**
Build and maintain effective working relationships with all utilities, understanding the individual needs from each one.

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.
- Assist in ensuring 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.

Knowledge & Experience

Essential:

- Ability to manage competing priorities and deadlines.
- Good interpersonal and written communication 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.

Desirable:

- Awareness of the New Roads and Street Works Act 1991, Traffic Management Act 2004 and the Highways Act 1980, National Conditions for permit Schemes.
- Use of Street Works Permit or noticing systems / Document Management systems, or relevant equivalent software.
- Experience of a computerised street works database system to analyse and input street works permits.
- Significant experience of using computerised mapping systems.
- Able to make decisions relating to permit applications.
- Experience of Local Authority practices and processes

Qualifications

- GCSE level grade A to C including English & Maths or equivalent

Decision Making

- Post holder will be required to use own judgement to know when to seek advice from senior colleagues or act on own initiative.
- Post holder required carry out their objectives on daily basis to meet the service needs, ensuring any statutory deadlines are met as part of the team.
- Seek and prepare advice to make 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; 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.

Other Key Features of the role

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

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