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| **Job Description and Person Specification** |  |
| **This authority has a responsibility for, and is committed to, safeguarding and promoting the welfare of children, young people and adults at risk, and requires all staff and volunteers to share this commitment.**  **Solihull Council is committed to equal opportunities and expects all staff and volunteers to recognise and value differences.** | |

**SECTION A: Role Profile**

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| **Post Title** | Permit Scheme Co-ordinator | **Post No** | THE80 |
| **Directorate** | Economy & Infrastructure | | |
| **Division** | Highway Services | | |
| **Band and Salary** | Band D  £31,586 to £36,124 per annum. Incremental progression is subject to performance. | | |
| **Responsible to** | Permit Scheme Senior Officer – Sustainable Travel & Highway Management | | |
| **Location** | Council House with Hybrid Working | | |
| **DBS Check** | Not Applicable | | |
| **Fluency Duty** | This post is covered by the Fluency Duty, as outlined in the Code of Practice on the English language requirements for public sector workers. | | |

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| **Car User Status** | This is an essential car user post as the demands of the job make it operationally essential and there is a contractual requirement to make a suitable vehicle available to ensure the requirements of the job can be carried out effectively.  Applicants must be able to drive, have a driving licence and be a car owner, however there is use of an EV Council vehicle if required. For disabled applicants, reasonable adjustments will be made where required. | |
| **Special Conditions** | To be part of the Council Emergency Planning Team and be prepared to respond in the event of an emergency. | |
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| **Role Purpose** | | | |
| To provide technical support within the Highway Works Permit Team, ensuring the effective and efficient running of customer focused services required to meet the Council’s obligations under the New Roads and Street Works Act 1991, Highways Act 1980 and Traffic Management Act 2004, in respect of the co-ordination of all highway works in order to maintain traffic flow and minimise disruption on the network.  To liaise with internal and external work promoters to minimise the level of disruption occurring on the public highway both in Solihull and in neighbouring highway authority areas. | | | |

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| **Role Responsibilities** |
| * Assist in the co-ordination, collection and maintenance of records, management data, and performance measures associated with the delivery of a Highway Works Permit system. * To carryout inspections relating to permitted works and NRSWA functions as may be required and any non-conformances identified are followed up and the necessary charge applied and evidence recorded. * To undertake site meetings to resolve disputes. * Carry out site inspections where sites are still live due to no closing notice or where works have overrun duration times. * Take photographic evidence and issue Fixed Penalty Notices. * To deal with defective reinstatements ensuring photographic evidence is available and the necessary charge has been applied. * To represent the Council at meetings and liaise with the Highway Work promoters regarding temporary and emergency roads works and to oversee the process in accordance with statutory requirements, temporary traffic orders required to ensure public safety, traffic movement and expedite execution of such works. * To assist in the co-ordination of the team’s activities with all other internal departments and neighbouring highway authorities in order to meet cross-boundary Network Management duties. * To investigate, on site where necessary, report and act upon any offences committed in contravention of The Highways Act and other legislation and in the case of any damage caused, recharging where appropriate. * To assist as requested in the event of any emergency on the highway such as subsidence and floods which may include road closures or diversionary routes. * To receive, prioritise and respond to all complaints and requests for information, verbal and written regarding Highway Works within 28 days. * Accurate inputting, updating and the use of systems including EToN software, (currently Symology based works register), databases, GIS and financial commitment systems. * To process and issue applications for Highway licenses; including road-opening licenses, A Boards, skips, scaffolds and temporary traffic control etc. * To ensure information is shared with customers via appropriate communication systems including Website, ELGIN, and via the council’s Social media feeds. * To establish and maintain effective working relationships with both internal and external work promoters. * To assist with the collection of all income associated with the Highway Works Permit system and New Road and Street Works Inspection programme in accordance with the Council’s Financial Regulations. * To prepare and provide information for the team’s performance reports. * To work closely with the Asset Management team to develop, implement and monitor effective and efficient highway work programmes. * Assist with the co-ordination of all street and road works in the borough, directing timings of such works to ensure the expeditious movement of traffic on the network. Taking a leading role in proactively liaising with other Council teams/departments, neighbouring authorities, the emergency services and other relevant bodies to ensure works affecting the public highway are co-ordinated effectively and to ensure minimum disruption is caused to highway users. * Any other appropriate duties as and when required. |

**Section B: Person Specification**

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|  | **Essential Criteria** | **Desirable Criteria** | **Measured By** |
| **Education & Qualifications** | Level 3 qualification in Traffic or Highway Management  OR  able to demonstrate equivalent knowledge and skills through extended experience/training in highway or traffic management or similar. | HNC in Civil Engineering / Traffic Engineering or similar subject | Application  Certificate |

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| **Experience & Knowledge** | Knowledge and experience of relevant traffic and highway legislation and the associated codes of best practice | Knowledge and applied experience of temporary traffic regulation order processes | Application |
| Knowledge and applied experience of traffic management and work co-ordination systems. | Knowledge and applied experience of programme and project management | Application  Interview |
| Experience of financial systems and processes |  | Application |
| . | Experience of partnership and team working both internally and with external partners, neighbouring authorities and the emergency services | Application  Interview |
|  | Demonstrate experience of providing technical support in specialist areas within the service e.g. Permit scheme compliance, highway asset protection, New Roads and Street Works Act, Highways Act. | Application |
|  | Operational experience of Symology or similar asset management software. | Experience of implementing and maintaining IT systems, for delivering cost-effective, high-quality customer focused services. | Application |

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| **Skills & Abilities** | Effective negotiation, influencing and diplomacy skills. |  | Interview |
| Effective verbal and written communication skills, including presentation skills. Able to respond to queries and engage with customers and stakeholders. |  | Application / Interview |
| Demonstrate sound judgement and effective problem solving skills. Able to make informed decisions, assessing risk and taking responsibility for outcomes. | Produce innovative solutions with successful outcomes | Interview |
| Literacy and numeracy skills to support production of reports maintaining and managing a range of data/information. |  | Application/ Interview |
| Effective organisational skills with ability to manage competing and managing differing priorities and demands to meet deadlines |  | Interview |
| Proficient user of Symology or similar asset management software. | Use a variety of ICT packages including GIS, Microsoft Office. | Application |

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| **Core Behaviours** | **Excellence -** With enthusiasm, you work to deliver a high-quality service from your work location, whether that be in a Council building or in a remote working location, to meet customer, organisation and personal expectations. You adopt a ‘can do’ attitude in all of the work you deliver, ensuring it meets the needs of current and potential customers. | Interview |
| **Simplicity -** You actively seek ways to prevent over-complication or confusion, by adopting the most simplified approach to work. You communicate clearly and concisely, ensuring that the message is understood by all taking into account hybrid working. | Interview |
| **Trust and Respect -** You are aware of your impact on others including confidentiality, team relationships and wellbeing. You value openness and listen carefully to understand the views of others. You promote the values of inclusion and diversity and actively work to minimise any harm caused to others in order to foster an environment of mutual trust and respect. | Interview |
| **Working Together -** You work with others to reach a common goal; sharing information, supporting colleagues, both in their work and wellbeing, and searching out expertise and solutions from relevant partners and/or the communities we serve. | Interview |
| **Responsibility -** You take ownership for your own wellbeing, work and working environment and use your initiative to deliver. You are accountable for your own performance and development, and you take responsibility for your actions and decisions. | Interview |
| **Leadership -** Your leadership is demonstrated by delivering outcomes and inspiring your team and individuals to improve and develop within an environment that enables individuals to achieve their potential**.** | Interview |

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| **Other Requirements** | Applicants must be able to drive, have a driving licence and have a suitable vehicle available, however for disabled applicants, reasonable adjustments will be made where required.  The post holder will also have access to the office electric pool car. |  | Application  Interview |

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| **Compiled/Reviewed by** | Duljit Madahar |
| **Date** | January 2025 |

**Section C: Additional Information**

**Safeguarding**

Solihull Council is committed to keeping children, young people and adults at risk safe. The post holder is responsible for promoting and safeguarding the welfare of the children, young people and adults at risk for whom she/he is responsible or comes into contact with.

**Health and Safety**

Health and safety laws require all employees to help the Council maintain and improve health and safety standards. This means that the post holder must take reasonable care of his/her own and others’ health and safety and co-operate with any reasonable request to support the Council, managers and other employees, in meeting their health and safety legal responsibilities. Line managers have additional responsibilities to ensure that policies, procedures and safe systems of work are implemented on a daily basis.

All duties and responsibilities must be carried out in line with the Council’s Corporate Health and Safety Policy and any local safety procedures.

**Information Management**

As an employee of the Council, the post holder will be expected to manage information in accordance with standards outlined in the Corporate Records Management and Information Security policies. They will ensure that information used is held and transmitted securely in a manner commensurate with its sensitivity, and that it complies with the provisions of the Data Protection Act 1998.

The post holder will be accountable for ensuring that he/she is aware of relevant Council policies and that all duties and responsibilities are carried out in line with the appropriate policies and procedures.

**Equal Opportunities**

Solihull Council is committed to Equal Opportunities and expects all staff and volunteers to recognise and value differences

**Training and Development**

The Council is committed to the personal and organisational development of the individual. The post holder will be encouraged to identify job-related development needs.

**Lean**

The Council is committed to improving and streamlining its processes using ‘Lean’ techniques and expects all employees to share its commitment to continuous improvement.

**Solihull Behavioural Framework**

The Council expects all employees to conduct themselves in a way that is consistent with the values and behaviours set out in the Solihull Behavioural Framework.

**Mobility**

Whilst this post is initially to a specific post, the post holder may be exceptionally required to transfer to any post appropriate to their grade at such a place as in the service of the Council they may be required.

**Variations to Job Descriptions**

Due to changing customer demands, duties and responsibilities are likely to vary from time to time and the Council therefore retains the right to amend job descriptions to reflect changing requirements.