

## Job Description and Personal Specification

### **JOB TITLE: Network Support Assistant**

**REPORTING TO:** Traffic & Network Manager

**JOB PURPOSE:** This role is located within the Network Management Team who are, under the TMA 2004 & NRSWA 1991 responsible for co-ordinating all activities on the road network by the issuing or refusing of permits to work on the highway.

The NSA role is to assist The Traffic & Network manager and undertake all Network management duties and tasks as requested by assisting members of the Co-ordination and Compliance teams in their daily duties. These include the coordination and Inspection of all works undertaken on the public Highway, ensuring the relevant legislation is complied with and we meet out Network management Duties.

#### **KEY TASKS AND ACCOUNTABILITES:**

- Provide a high-quality service to assist in the achievement of departmental, service, and personal performance targets.
- Assist with the planning, delivery, and monitoring of the core objectives of the team and support other Team Members where required.
- Assist in the monitoring and review of the effectiveness and compliance of services and teams to improve performance and ensure best value for stakeholders and customers, suggesting improvements to senior staff as appropriate.
- Assist in continuously reviewing, testing, and developing programmes and process' to ensure the core objectives of the team are delivered in an efficient and effective manner and meet corporate and locally set quality standards.
- Assist in compiling and preparing performance information reports, including analysis, manipulation, and presentation of data, and making recommendations for service improvements as appropriate especially processes affected by Street-manager.
- Research customer enquiries and provide accurate and timely information, advice, and guidance to internal and external customers. This includes providing responses to enquiries in writing, via the telephone and in person as appropriate. Contribute to the resolution of complaints in a timely manner in accordance with County Council policies and procedures.
- Review Permit applications to work on the highway. Grant or refuse Permits and issue appropriate conditions to coordinate works and allocate road space, including the checking and agreement of all traffic management proposals including TTRO's & TTRN's and licences for any work on the highway including footways and cycle ways. Provide advice and direction to consultants, contractors, East Sussex Highways, and utility companies
- Undertake Network Compliance duties to review and produce permit fee invoices.

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- Undertake compliance processes such as compiling and measuring of sample inspections, issuing of FPN's, calculating, and administering section 74 charges, processing of defects & follow ups and preparation of coring samples.
- Assist with the feedback of details via coaching and training to support learning, development objectives and priorities to meet service delivery standards.
- Plan and organise own work projects having regard to the effective use of resources and safe working practices.
- Liaise proactively with customers, utilities and colleagues and participate in the development of effective working relationships. Represent the County Council at external meetings and events, as appropriate.
- Attend and organise meetings to contribute appropriately and assist with research, analysis and reporting of information.
- To undertake the role of the Local/National Street-works Gazetteer custodian and maintain the Local Street Gazetteer and submit updates to GEOPLACE monthly.
- Accurately input and retrieve data as required and ensure it is stored securely and confidentially where appropriate and as per corporate directives.
- Assist with planning the introduction of new team members and in delivering coaching and mentoring with on-going assistance.
- Issue skip/scaffold licences
- Administrate TTROs and TTRNs and when required review diversion routes in conjunction with permit applications for suitability of timing and appropriateness.
- Assist with the monitoring of designated income and expenditure budgets, control, and application of charge functions especially TTRO's and all invoicing to ensure financial plans and budgets are being met.
- Undertake processing of Abnormal load applications which requires a review of the route for suitability and appropriateness given the size & weight of the abnormal load and recording all details of the abnormal load for SPI reporting purposes.
- Controlling finance for the Compliance Team and ensuring all fees are invoiced accurately and in a timely fashion, then ensuring payment is made and chasing companies and Organisations if they fail to do so.
- Report on the income generated by Network Management to monitor our progress towards the contract targets.
- Provide support with the Coring Programme when required. This includes understanding and interpreting coring certificates for compliance against the SROH, inputting failed core inspections onto May-rise/Street-manager and monitoring responses received and delegating to the relevant persons.
- Preparing, planning, attending and minute taking at regular performance meetings to ensure Utilities are complying and performing to an acceptable standard. These meetings can also include discussing outstanding Section 74 Overruns on a case by case basis.
- Supporting Stewards and Inspectors to input inspections and Defective Apparatus (Section 81) reports onto the system and obtaining information about Utility works to assist in investigations. This also includes monitoring Section 81 reports for responses and providing feedback where required and reissuing Section 81's if issued incorrectly and chasing for responses in line with the maximum

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response times.

### MEASURES OF SUCCESS:

- Feedback from progress meetings with Line Manager and colleagues
- Monthly reporting deadlines all met, SPIs, no deemed permits
- Customer/Client/Public Satisfaction results
- Relationships with Members are professionally developed

### SERVICE STANDARDS:

- Act with integrity and professionalism always
- Be open and honest in working relationships
- Flexibility and resilience
- Respect for confidentiality
- Be an ambassador for the business always

	<b>Essential Criteria</b>	<b>Desirable Criteria</b>	<b>Method of Assessment/Source of Information</b>
<b>Key Skills &amp; Abilities</b>	<ul style="list-style-type: none"> <li>• Excellent written and oral communication skills including structured reports.</li> <li>• Demonstrable technical proficiency in relevant subject area.</li> <li>• Strong analytical and research skills.</li> <li>• Attention to detail and accuracy.</li> <li>• Excellent ICT skills.</li> <li>• Ability to use own initiative</li> <li>• Ability to organise and prioritise work and meet tight deadlines.</li> <li>• Good interpersonal and public relations skills.</li> <li>• Problem solving skills.</li> <li>• Coaching and mentoring skills.</li> </ul>	<ul style="list-style-type: none"> <li>• Familiarity with Microsoft Project.</li> <li>• Familiarity with Street Works Noticing Systems.</li> <li>• Familiarity with using web-based applications</li> </ul>	<ul style="list-style-type: none"> <li>• Application</li> <li>• Assessment</li> <li>• Interview</li> </ul>
<b>Education &amp;</b>	<ul style="list-style-type: none"> <li>• GCSE pass at grade C or</li> </ul>		<ul style="list-style-type: none"> <li>• Certificates.</li> </ul>

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<b>Qualifications</b>	above (or equivalent) in Maths and English Language.	<ul style="list-style-type: none"> <li>NRSWA Supervisor Accreditation</li> </ul>	
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>Good working knowledge of policies, procedures &amp; legislative requirements relevant to the service area.</li> <li>Knowledge of budget process and control.</li> <li>Knowledge of Health, Safety and Welfare practices in relation to the construction industry.</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge of Highway Authorities Statutory Duties.</li> <li>Traffic Management Act 2004.</li> <li>New Road and Street Works Act 1991.</li> <li>Knowledge of Specification for the Reinstatement of Openings in Highways (SROH)</li> <li>Knowledge of DfT Street-manager.</li> <li>Knowledge of the Local Street-works Gazetteer</li> </ul>	<ul style="list-style-type: none"> <li>Application</li> <li>Assessment</li> <li>Interview</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>Experience of system and service reviews.</li> <li>Budget monitoring.</li> <li>Experience in resolving complex problems.</li> <li>Experience in public relations.</li> <li>Working in an office-based environment.</li> </ul>	<ul style="list-style-type: none"> <li>Working in a large public or private sector organisation.</li> <li>Experience in Highway related problems.</li> </ul>	<ul style="list-style-type: none"> <li>Application</li> <li>Assessment</li> <li>Interview</li> </ul>
<b>Personal Attributes</b>	<ul style="list-style-type: none"> <li>Self-motivated with the ability to enthuse and motivate others.</li> <li>Customer oriented approach to work.</li> <li>A commitment to personal development and training.</li> <li>A commitment to equal opportunities and anti-discriminatory practice.</li> <li>Show tact, diplomacy, and empathy.</li> <li>Flexible approach</li> </ul>	<ul style="list-style-type: none"> <li>Ability to work under pressure in an emergency.</li> </ul>	<ul style="list-style-type: none"> <li>Application</li> <li>Assessment</li> <li>Interview</li> </ul>

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	<ul style="list-style-type: none"><li>• Good time management skills and ability to work to deadlines</li></ul>		
<b>Other</b>	<ul style="list-style-type: none"><li>• Full Driving Licence or ability to demonstrate how you will meet the travelling needs of the role.</li></ul>		