

Job Profile comprising Job Description and Person Specification

Job Description

Job Title: Network Management Compliance Officer	Grade: PO3
Section: Network Management	Directorate: Environment and Community Services
Responsible to following manager: Head of Network Management	Responsible for following staff: Agency staff across Richmond and Wandsworth
Post Number/s: RWE3129	Last review Date: April 2024

Working for the Richmond/ Wandsworth Shared Staffing Arrangement

This role is employed under the Richmond & Wandsworth Better Service Partnership. The overall purpose of Richmond & Wandsworth is to provide the highest quality of service at the lowest attainable cost.

Staff are expected to deliver high quality and responsive services wherever they are based, as well as having the ability to adapt to sometimes differing processes and expectations.

Richmond & Wandsworth Better Service Partnership aims to be at the forefront of innovation in local government and the organisation will invest in the development of its staff and ensure the opportunities for progression that only a large organisation can provide.

Job Purpose

To provide comprehensive, technical, and financial support including providing reports and statistical information to maintain and enable effective day to day operation of the Network Management Team. To help maintain and update the computerised and other Statutory Registers as set out under the New Roads and Street Works Act 1991 and the Traffic Management Act 2004 to ensure that all works promoters improve co-ordination of all works and contribute to the aims of minimising disruption on the highway.

To help ensure compliance of statutory undertakers working within the administrative areas of Richmond and Wandsworth, that all terms and conditions of the Richmond

and Wandsworth permit schemes are adhered to and take necessary enforcement action where necessary.

Specific Duties and Responsibilities

1. To investigate all enquiries from members of the public, Councillors, stake holders and other departments of the Council and to take appropriate action when required. To ensure all Councillors enquiries are correctly logged and responses checked and sent out within the Council's guidelines.
2. To assist in the production of invoices for Permits, Fixed Penalty Notices, Section 74 over runs, Sample and Defect inspections and deal with enquiries from statutory undertakers. To assist in producing invoices for events and to monitor and log all payments due to the Council.
3. To assist in the management of processes for logging and issuing section 74 overruns and Fixed Penalty Notices.
4. To attend and assist in compiling accurate meeting notes for quarterly coordination meetings, regular utility performance meetings and others as required by managers and producing minutes of meetings for distribution.
5. 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 a Code of Practice and Chapter Eight requirements.
6. To undertake preliminary investigations into complaints / enquiries ensuring they are fully researched, and appropriate action taken.
7. To assist in developing, improving and setting up systems to ensure an effective support function.
8. To assist in the administration and processing of permits from utility companies and internal works promoters and section 50 Private Street Works Licences.
9. Attends Performance meetings with Utility Companies to discuss progress, charges, and outstanding issues. Continuously monitor inspection performance and issue improvement notices on underperforming utilities where necessary.
10. Ensure all statutory undertakers comply with all terms and conditions of the Richmond and Wandsworth permit schemes issuing FPN's, cautions and taking prosecution action where necessary.
11. To generate sample inspections from the Street Works Register to enable regular site inspections and assist in the compilation of charges.
12. To maintain a record of reports of defective apparatus under section 81 of the NRSWA including producing update reports.

13. 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.
14. To assist in the production of all performance indicators as required for the department's reports, statistics and invoices, providing accurate and concise documentary evidence (including photographs) for reinstatement defects, Fixed Penalty Notice and Section 74 performance.
15. To have a high level of knowledge of the NRSWA and highway legislation and all relevant codes of practice, advising and corresponding with statutory bodies, external contractors, Councillors and senior professional officers throughout the Council on technical and professional matters which are the responsibility of the team.
16. To provide the Head of Network management with assistance in the management and coordination of all special events with a highway implication in the borough, liaising with Organisers, agreeing traffic management plans, arranging any necessary traffic management to be installed, and arranging for costs to be recovered, e.g. RFU Events, Hampton Court Palace, Boat Race, Royal Botanical Gardens at Kew, Marble Hill House, Ride London, London to Brighton Bike Ride, Christmas Events, Remembrance Parades, Community Events, Street Parties etc.
17. Investigating and responding to disputes and challenges from utilities to ensure accurate responses are sent for all defect, permit and section 74 charges.
18. To assist with the assessing of 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 the Richmond and Wandsworth permit schemes applying relevant conditions where applicable
19. To compile and produce invoices for Permits, Fixed Penalty Notices, Section 74 over runs, Sample and Defect inspections and to monitor and log all payments and deal with enquiries from statutory undertakers. To produce invoices for events and to monitor and log all payments.
20. 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. To act as the Council's computerised Street Works System administrator acting as the interface between the Council and software programme provider.
21. To attend departmental, inter-departmental and inter-authority meetings and working parties etc, as Departmental representative.

22. To ensure that all charges that are due to the Council in relation to permits or enforcement of street works are correctly logged on the system. To provide as necessary supporting documentation to assist in the recovery of the Council's costs in respect of rechargeable works.
23. To liaise with the software and server providers to ensure that the SWR 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.
24. To compile and produce performance indicators as required for the department's reports, statistics and invoices, providing accurate and concise documentary evidence (including photographs) for reinstatement defects, Fixed Penalty Notice and Section 74 performance.
25. To compile full accurate meeting notes for quarterly coordination meetings, regular utility performance meetings and others as required by managers and producing minutes of meetings for distribution.
26. To take a lead in arranging Traffic Management for S14 Utility/Road Works and long-term suspensions and provide assistance and support in the management of the traffic orders service, such as maintenance of the web site and certain databases for traffic orders.
27. To manage the processes for logging and issuing section 74 overruns and Fixed Penalty Notices. To produce, maintain and analyse records of all Streetworks 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.
28. To have responsibility for the recovery of costs for Traffic Orders and all chargeable TM requests, including crane licenses and approved AA directional signage.
29. To have responsibility of chasing all invoices raised in relation to Streetworks permits, defects and section 74 charges.
29. To undertake any other duties within the general scope of the post as required by the Head of Network Management.

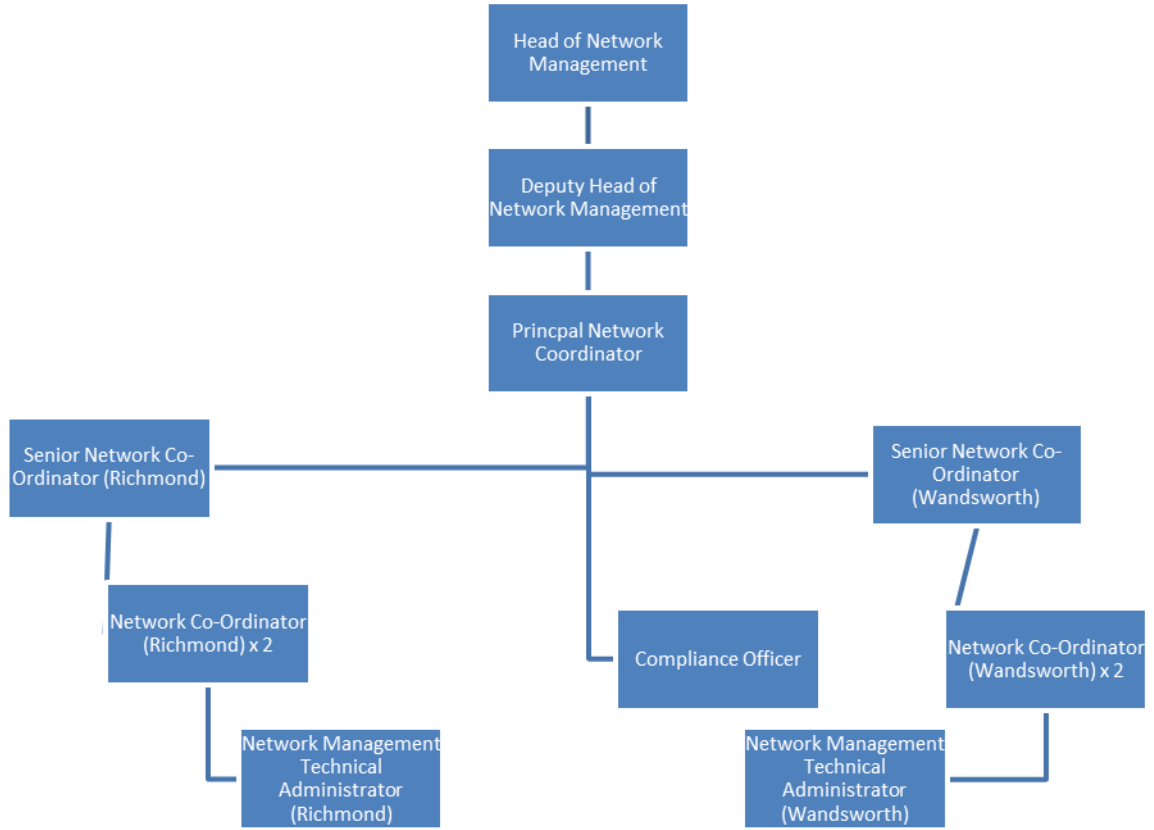
Generic Duties and Responsibilities

- To contribute to the continuous improvement of the services of the Boroughs of Wandsworth and Richmond.
- To comply with relevant Codes of Practice, including the Code of Conduct and policies concerning data protection and health and safety.
- To adhere to security controls and requirements as mandated by the SSA's policies, procedures and local risk assessments to maintain confidentiality, integrity, availability and legal compliance of information and systems.
- To promote equality, diversity, and inclusion, maintaining an awareness of the equality and diversity protocol/policy and working to create and maintain a safe, supportive and welcoming environment where all people are treated with dignity and their identity and culture are valued and respected.
- To understand both Councils' duties and responsibilities for safeguarding children, young people and adults as they apply to the role within the council.
- The Shared Staffing Arrangement will keep its structures under continual review and as a result the post holder should expect to carry out any other reasonable duties within the overall function, commensurate with the level of the post.

Additional Information

Not applicable.

Team Structure



Person Specification

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Our Values

THINK BIGGER

EMBRACE DIFFERENCE

CONNECT BETTER

LEAD BY EXAMPLE

PUT PEOPLE FIRST

Our Values are embedded across Richmond & Wandsworth Better Service Partnership and throughout all roles and responsibilities at all levels of the organisation. Please [familiarise yourself with our values](#) as they are an integral part of our recruitment and selection process.

Person Specification Requirements			Assessed by A/I/T/C (see below for explanation)
Knowledge	Essential	Desirable	Assessed
Good understanding of New Roads and Street Works Act (NRSWA) 1991, Traffic Management Act 2004 (TMA)	X		AI
Good understanding of the practical application of legislation relating to the Richmond and Wandsworth permit schemes, TMA 2004, Highway Act 1980 and NRSWA	X		AI
understanding of local government and contract management		x	AI
An understanding of Health and Safety legislation and the requirement in connection with works on the highway.		X	AI
Experience	Essential	Desirable	Assessed
Understanding of income generation.	x		AI
Experience of working collaboratively with a wide range of senior stakeholders internally and externally	X		AI
Skills	Essential	Desirable	Assessed
Excellent reporting writing and communication skills.	x		AI
Ability to initiate, carry out and coordinate activities through the effective management of staff/work programmes.		x	AI
Ability to perform in a constantly changing and demanding environment		x	AIT
Effective persuasion and influencing skills Ability to champion innovation and change, inspiring and motivating colleagues		X	AI
Qualifications	Essential	Desirable	Assessed
New Road and Street Works qualification		x	A/C

A – Application form / CV

I – Interview

T – Test

C - Certificate