



number one for
service and value

Job Profile comprising Job Description and Person Specification

Job Description

Job Title: Street Lighting Technical Administrator	Grade: Sc6 – SO2
Section: ECS, Engineering Group 2, Highways Infrastructure, Street Lighting	Directorate: Environment and Community Services
Responsible to following manager: Principal Street Lighting Engineer	Responsible for following staff: None
Post Number/s: RWE8300 + 1 tbc	Last review Date: May 2024

Working for the Richmond/ Wandsworth Shared Staffing Arrangement

This role is employed under the Shared Staffing Arrangement between Richmond and Wandsworth Councils.

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.

The Shared Staffing Arrangement 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

We are looking for a well-organised, motivated and flexible individual to join our small team to help manage the street lighting routine maintenance and new works throughout Richmond and Wandsworth

The job is to provide comprehensive day to day administrative and financial support for the street lighting team including to update the street lighting asset register, providing reports and statistical information and helping to continue the efficient daily operation of the street lighting services throughout the SSA.



The successful candidate will use the Councils main financial systems (Integra), asset management system (Confirm) as well as the use of micro soft Excel for data manipulation. Candidates should, therefore, have proven knowledge and experience of using databases and other analytical skills, as well as a keen eye for numerical data input.

The job is based between Wandsworth Council Frogmore Complex and the Civic Centre 44 York Street Twickenham, although the successful candidate may be required to work in the Council Depot in Langhorn Drive or Wandsworth Council Civic Centre.

Specific Duties and Responsibilities

1. To investigate all enquiries from members of the public, Councilors, stake holders and other departments of the Council and to take appropriate action when required.
2. To keep the Councils street lighting asset register up to date (confirm)
3. To update the Councils street lighting computer management system to record the installation of new street lights (City Touch)
4. To attend and assist in compiling accurate meeting notes for quarterly coordination meetings as required by managers and producing minutes of meetings for distribution.
5. To assist in the management and coordination of street lighting works between the council and statutory utilities
6. To undertake preliminary investigations into complaints / enquiries ensuring they are fully researched, and appropriate action taken.
7. To assist in monitoring of traffic management permits as required for accurate recording of advance works.
8. To assist in the administration and payment of invoices on the council's finance system Integra
9. To complete the payment process on confirm for all supplier and contractor invoices
10. To monitor the day to day enquires and, filing, dealing with telephone enquiries, collecting and distributing post and provide full clerical support to Team.
11. To generate weekly reports of outstanding works
12. To liaise with the street lighting contractors and statutory services to monitor the progress of ongoing works



number one for
service and value

13. To records street lighting faults on confirm and assign to the street lighting contractor
14. To assist in resident application for heritage street lights, keeping detailed records of the progress
15. To monitor the street lighting supply faults register and provide a weekly report of all outstanding and completed jobs
16. To prepare public notices for all programmed street lighting works in advance of the start date
17. To issue the councils energy charging balance settle codes liaising with the Council's energy audit consultant to ensure all changes are correct and issued on time
18. To respond to and resolve all enquiries from members of the public, Councillors, stake holders and other departments of the Council. And ensure that Councillors enquiries are correctly logged, and responses checked and sent out within the Council's guidelines.
19. To work with members of the finance team and raise invoices for completed works and annual recurring payments and assist in the recovery of the Council's costs in respect of rechargeable works.
20. To undertake any other duties within the general scope of the post as required by the street lighting Engineer.
21. To assist in the compilation and produce performance indicators as required for the department's reports, statistics and invoices
22. To ensure all Councillors enquiries are correctly logged and record the full responses are sent out within the Council's guidelines.
23. An understanding of GIS mapping would be helpful
24. To visit sites and record asset data using GIS mapping tablets
25. To monitor and advise suppliers of statutory responsibilities (training will be provided)
26. Write technical reports and work programs
27. Ability to lead areas of analysis and projects, with minimal levels of supervision.
28. Anticipates pressure points and potential problems and takes appropriate action without having to be instructed on every occasion.
29. Monitor Suppliers installations to ensure applications are completed with the agreed time scales within agreed time scales



30. Monitor invoices and payments for installations approved to street lighting columns on the public highway

31. To assess applications from internal or outside suppliers for attachments on street lighting columns

Progression SO1

- Ability to lead areas of analysis and projects, with minimal levels of supervision.
- Anticipates pressure points and potential problems and takes appropriate action without having to be instructed on every occasion.
- Able to represent the Street lighting team at meetings

Progression to SO2

- Provide analysis and be able to make unsupervised changes to data and work programs
- To supervise and train other users in Asset data collection and the street lighting asset register
- To provide detailed data and financial reports of street lighting data for contract management meetings

Generic Duties and Responsibilities

- To contribute to the continuous improvement of the street lighting services
- Work flexibly as required in order to meet service priorities
- 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,



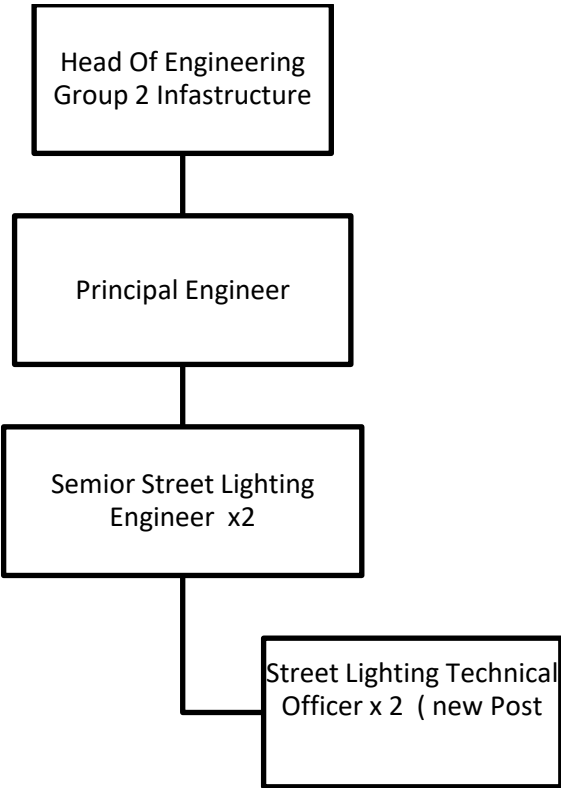
supportive and welcoming environment where all people are treated with dignity and their identity and culture are valued and respected.

- 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

The post is initially a fixed term contract until 30th June 2026, a review and possible extension of the post will be made in the six months prior to the post ending.

Current team structure



Person Specification

Job Title: Street Lighting Technical Administrator	Grade: Sc6 – SO2
Section: ECS, Engineering Group 2, Highways Infrastructure, Street Lighting	Directorate: Environment and Community Services
Responsible to following manager: Principal Street Lighting Engineer	Responsible for following staff: None
Post Number/s: RWE8300 + 1 tbc	Last review Date: Not applicable

Our Values and Behaviours

The values and behaviours we seek from our staff draw on the high standards of the two boroughs, and we prize these qualities in particular –

- taking responsibility and being accountable for achieving the best possible outcomes – a ‘can do’ attitude to work
- continuously seeking better value for money and improved outcomes at lower cost
- focussing on residents and service users, and ensuring they receive the highest standards of service provision
- taking a team approach that values collaboration and partnership working.

THINK BIGGER

EMBRACE DIFFERENCE

CONNECT BETTER

LEAD BY EXAMPLE

PUT PEOPLE FIRST

Our Values are embedded across the SSA 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
Knowledge of updating and integrating analytical data bases such as Excel or Access	x		A / I
Knowledge of customer services and replying to members of the public		x	A/ I
An understanding of why data input needs to be accurate and on time	x		A /I
Experience	Essential	Desirable	Assessed
Experience of working within a customer-oriented role and the ability to adapt to change		x	A / I
Experience of producing data that can be used to monitor performance	x		A / I
Experience of prioritising and scheduling works		x	A/I
Experience of working remotely on site		x	A/I
Proven experience of working in an office environment	x		A/I
Skills	Essential	Desirable	Assessed
Ability to communicate efficiently with all stakeholders', telephone, email etc	x		A/I
Ability to organise workload to meet often conflicting targets and deadlines	x		A/I
Ability to understand financial invoices for correctness	x		A/I
Ability to update data bases and produce numerical and written reports	x		A/I
Ability to monitor financial budgets		x	A/I
Qualifications	Essential	Desirable	Assessed
5 GCSE Grade A to C (including English and Maths) or equivalent	x		A/C

A – Application form

I – Interview

T – Test

C – Certificate