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Job Profile comprising Job Description and Person Specification

Job Description

Job Title: Street Lighting Technical Administrator	Grade: Scale 6 – SO1
Section: 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	Last review Date: Not applicable

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 Microsoft 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.



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The job is based in 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 or Frogmore Complex

Specific Duties and Responsibilities

1. To investigate all enquiries from members of the public, Councilors, stakeholders and other departments of the Council and to take appropriate action when required.
2. To keep the Council's street lighting asset register up to date (Confirm).
3. To update the council's 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.
13. To record 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.



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17. To issue the councils energy charging balance settle codes, liaising with the councils 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, stakeholders 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 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 beneficial.

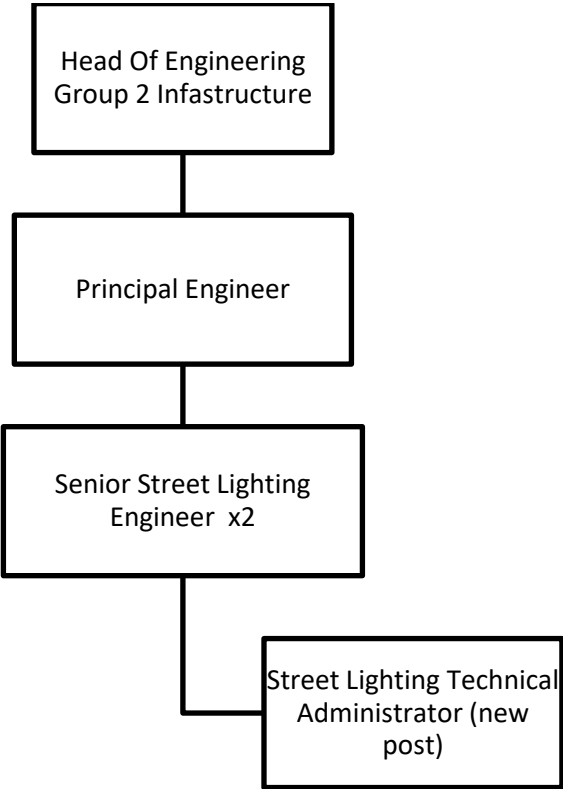
The post is initially a fixed term contract until March 31st, 2022, a review and possible extension of the post will be made in the six months prior to the post ending.

Generic Duties and Responsibilities

- To contribute to the continuous improvement of the street lighting services
- 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.



Current team structure





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Person Specification

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Section: 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: new	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:

Being open. This means we share our views openly, honestly and in a thoughtful way. We encourage new ideas and ways of doing things. We appreciate and listen to feedback from each other.

Being supportive. This means we drive the success of the organisation by making sure that our colleagues are successful. We encourage others and take account of the challenges they face. We help each other to do our jobs.

Being positive. Being positive and helpful means we keep our goals in mind and look for ways to achieve them. We listen constructively and help others see opportunities and the way forward. We have a 'can do' attitude and are continuously looking for ways to help each other improve.

Person Specification Requirements	Assessed by A & I/ T/ C (see below for explanation)
Knowledge	
Knowledge of updating and integrating analytical databases.	A / I
Knowledge of customer services and replying to members of the public.	I
An understanding of why data input needs to be accurate and on time.	A
Experience	
Experience of working within a customer-oriented role and the ability to adapt to change.	A
Experience of producing data that can be used to monitor performance.	A / I



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Skills	
Ability to communicate efficiently with all stakeholders telephone email etc.	A / I
Ability to organise workload to meet often conflicting targets and deadlines.	I
Ability to understand financial invoices for correctness.	A / I
Ability to update data bases and produce numerical and written reports.	A / I
Ability to monitor financial budgets.	A
Qualifications	
GCSE English and Maths grade A-C or equivalent	C

A – Application form

I – Interview

T – Test

C – Certificate