**Job Profile** **comprising Job Description and Person Specification**

**Job Description**

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| **Job Title:** Network Management Technical Administrator  | **Grade**: SO1 – SO2  |
| **Section:** Network Management | **Directorate:** Environment and Community Services |
| **Responsible to following manager:**Head of Network Management | **Responsible for following staff:**N/A |
| **Post Number/s:** RWE 3128 | **Last review Date:** July 2018 |

**Working for the Richmond/ Wandsworth Shared Staffing Arrangement**

This role is employed under the Shared Staffing Arrangement between Richmond and Wandsworth Councils. The overall purpose of the Shared Staffing Arrangement 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.

The Shared Staffing Arrangement aims to be at the forefront of innovation in local government and the organisation will invest in the development of it’s staff and ensure the opportunities for progression that only a large organisation can provide.

**Job Purpose**

To provide comprehensive day to day administrative, 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.

**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. To assist in the management and coordination of all special events with a highway implication in the borough, liaising with Organisers, 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.

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 using Street Manager and other software applications for the administration and processing of Permits from utility companies and internal works promoters and section 50 Private Street Works Licences.

9. To input advance planning information for the purposes of coordination to the TfL central register database and to configure the system as required for accurate reporting of advance works.

10. To produce correspondence, reports, statistical information, inspection processing, filing, dealing with telephone enquiries, collecting and distributing post and provide full clerical support to Team.

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. To enter daily inspection reports from Team Members onto the Register ensuring chargeable follow up site visits are made on appropriate future dates to maximise income, maintaining accurate filed archives of such reports.

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 gain 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. To have a sound knowledge of the NRSWA and relevant highway legislation, 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.

18. To respond to and resolve all enquiries from members of the public, Councillors, stake holders and other departments of the Council to maximize income and to take appropriate action when required.

19. To compile and produce invoices for Permits, Fixed Penalty Notices, Section 74 over runs, Sample and Defect inspections 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 undertake any other duties within the general scope of the post as required by the Network Assurance Manager.

1. 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.

**Progression criteria SO2**

1. 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.

1. 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.

1. 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. Produce invoices for Permits, Fixed Penalty Notices, Section 74 overruns, Sample and Defect inspections and to monitor and log all payments and deal with enquiries from statutory undertakers.

30. To manage the processes for logging and issuing section 74 overruns and Fixed Penalty Notices.

 31. To ensure all Councillors enquiries are correctly logged and full responses compiled and checked and sent out within the Council’s guidelines.

**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.

**Current team structure**

**Person Specification**

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| **Person Specification Requirements** | **Assessed by A &**  **I/ T/ C (see below for explanation)** |
| **Knowledge**  |
| Understanding of New Roads and Street Works Act (NRSWA) 1991, Traffic Management Act 2004 (TMA)  | A/I |
| Knowledge of events management | A/I |
| Knowledge or ability to acquire the practical application of legislation relating to the LoPS, TMA 2004, Highway Act 1980 and NRSWA 1991 | A/I |
| **Experience**  |
| An understanding of information systems as they apply to service delivery  | A/I |
| Understanding of income generation  | A/I |
| Understanding of health and safety legislation and the requirements in connection with works on the highway  | A/I |
| Experience of delivering high levels of customer service | A/I |
| **Skills**  |
| Ability to develop partnering arrangements internally and externally | A/I |
| Ability to organise workload to meet often conflicting targets and deadlines | A/I |
| Ability to interpret information from a wide range of sources | A/I |
| Effective persuasion and influencing skills | A/I |

**A – Application form**

**I – Interview**

**T – Test**

**C – Certificate**