

Job Description

Job Role: Streetworks and Inspections
Administrator

Service: Highways

Role Structure	Role Details
Directorate:	Economy & Environment
Grade:	HC04
Location:	Herefordshire
Responsible to:	Streetworks Manager

Main purpose of the role

The purpose of this post is to provide technical support to the Streetworks team in managing the network across Herefordshire. Whilst the role will be supporting all areas of the team, the main focuses will be on processing Temporary Traffic Regulation Orders and other applications, invoicing and resolving aged debt and administering routine and defect follow up inspections, essential to the effective delivery of this technical service.

Key Duties and Responsibilities	Frequency of Task
<ul style="list-style-type: none"> Manage the processing of all Temporary Traffic Regulation Orders for the team, which are a statutory requirement for road closures etc 	<ul style="list-style-type: none"> Daily
<ul style="list-style-type: none"> Manage invoicing for the team and support the resolution of aged debt queries with utilities. 	<ul style="list-style-type: none"> Daily
<ul style="list-style-type: none"> Provide ongoing management of reinstatement coring program. 	<ul style="list-style-type: none"> Monthly
<ul style="list-style-type: none"> Administer routine and defect follow up inspections with the Streetworks Inspectors 	<ul style="list-style-type: none"> Weekly
<ul style="list-style-type: none"> Administer the s81 (defective utility covers) process 	<ul style="list-style-type: none"> Daily
<ul style="list-style-type: none"> Administer & process routine (non-developer) s50 Private Streetworks Applications 	<ul style="list-style-type: none"> Weekly
<ul style="list-style-type: none"> Assist with the wider delivery of Herefordshire Council's responsibilities in managing Streetworks. 	<ul style="list-style-type: none"> When required



Key Duties and Responsibilities	Frequency of Task
<ul style="list-style-type: none"> Ensure that information and data provided or used is accurate, valid, reliable, timely, relevant and complete for the purpose intended and that analyses are robust and clearly presented. 	<ul style="list-style-type: none"> Daily
<ul style="list-style-type: none"> Regularly communicate with other organisations, utility companies and service providers to share information, provide technical advice, build working relationships and to ensure joined up service provision. 	<ul style="list-style-type: none"> Daily
<ul style="list-style-type: none"> Build and maintain good relations with partners and stakeholders. 	<ul style="list-style-type: none"> Daily
<ul style="list-style-type: none"> Respond to customer queries in accordance with service standards, 	<ul style="list-style-type: none"> Daily
<ul style="list-style-type: none"> Undertake technical and analytical support activities to assist colleagues. 	<ul style="list-style-type: none"> Daily
<ul style="list-style-type: none"> Support wider aspects of the team's work including applications, permits and inspections. 	<ul style="list-style-type: none"> When required
<ul style="list-style-type: none"> Co-ordinate, deliver and participate in events to help with the promotion and awareness raising of core messages and schemes. 	<ul style="list-style-type: none"> When required
<ul style="list-style-type: none"> Work with the communications team and project partners to share knowledge and learning of local and national issues and stories. 	<ul style="list-style-type: none"> When required
<ul style="list-style-type: none"> Provide clerical and administrative support to the team, including attending meetings, taking notes and actions as required and raising orders. 	<ul style="list-style-type: none"> Daily



Person Specification

Requirements	Essential or Desirable	Identified by A – Application I – Interview
Qualifications and Training		
<ul style="list-style-type: none"> GCSE Maths and English 	Essential	A, I
<ul style="list-style-type: none"> A levels or equivalent 	Desirable	A, I
Experience & Knowledge		
<ul style="list-style-type: none"> Demonstrate effective experience of Office 365 (incl. Teams, Excel, Word & Powerpoint) 	Essential	A, I
<ul style="list-style-type: none"> Experience of Highway/Streetworks Systems. 	Desirable	A, I
<ul style="list-style-type: none"> Knowledge of Streetworks 	Essential	A, I
<ul style="list-style-type: none"> Strong analytical skills with the ability to analyse, translate, present, and disseminate complex information. 	Essential	A, I
<ul style="list-style-type: none"> Ability to communicate effectively and confidently in different forms (including report writing and presentations) with various customers and professionals. 	Essential	A, I
<ul style="list-style-type: none"> Ability to organise a variety of different workstreams, through prioritising and taking a methodical approach to tasks. 	Essential	A, I
<ul style="list-style-type: none"> Experience of using computer packages to be able to support the role. 	Essential	A, I

Requirements	Essential or Desirable	Identified by A – Application I – Interview
<ul style="list-style-type: none"> Ability to understand and read maps, diagrams and engineering drawings. 	Desirable	A, I
Skills and Abilities		
<ul style="list-style-type: none"> Good customer service skills. 	Essential	A, I
<ul style="list-style-type: none"> The ability to work on own initiative as well as part of a team. 	Essential	A, I
<ul style="list-style-type: none"> Good time management skills, with the ability to prioritise workload and meet deadlines 	Essential	A, I
<ul style="list-style-type: none"> Ability to engage a variety of different people & groups 	Essential	A, I
<ul style="list-style-type: none"> The ability to understand and interpret reports. 	Essential	A, I
<ul style="list-style-type: none"> Research, collect & interpret technical data & information accurately 	Essential	A, I
<ul style="list-style-type: none"> Be imaginative and innovative. 	Essential	A, I
Other Factors		
<ul style="list-style-type: none"> The ability to travel to meetings and transport materials around the locality on occasions. 	Essential	A, I
<ul style="list-style-type: none"> The ability and willingness to attend meetings outside normal office hours. 	Essential	A, I

All council staff have a duty to promote the welfare of children, young people, and adults with care and support needs at risk of abuse and neglect who cannot take steps to protect themselves. Ensuring you attend mandated safeguarding children and safeguarding adults training to enable you to recognise the concerning behavior, know how to talk about it, and consent/duty to share information effectively. You will also learn about the legalities and procedures the social care staff can take.



The council's THRIVE core values are our guiding principles and beliefs that shape our culture and behaviour within the council. They help us to achieve our Council Plan vision "do our best for Herefordshire" acting as our DNA and the "way that we do things around here". We expect all colleagues to act as a role model by living our values and setting an example for others. Our values strive to promote a thriving workforce by fostering a culture of trust, being honest and responsible, inclusive, valuing people and resources and leading with empathy.

Trust - Developing and maintaining relationships based on a culture of transparency and open communication. Supported by integrity and the confidence that you are reliable and fulfil commitments.

Honesty - Demonstrating truthfulness, integrity, and transparency in all communications, decisions, and relationships. Being trustworthy, reliable, and accountable for your actions. Acting with sincerity and fairness, even in challenging situations.

Responsibility - Taking ownership of individual and collective actions, decisions, and delivering on commitments. Being reliable, fulfilling obligations and being accountable for outcomes and results. Proactively contributing to the achievement of your own, the team and council goals.

Inclusivity - Embracing diversity, equity and inclusion by recognising and valuing the unique perspectives, backgrounds and experiences of our staff, customers and residents. Creating an environment where every individual is valued, respected and can belong.

Value - Upholding high standards, ethics and integrity to guide our actions and decisions. Demonstrating commitment to creating and delivering value in our work by recognising and appreciating each other, our resources, processes, customers, community and environment.

Empathy - Demonstrating a genuine and caring understanding of others' feelings, perspectives, and experiences. Listening attentively, acting with compassion, supporting with respect and kindness and considering the impact of our actions on others.

