| Role Structure | Role Details |
| --- | --- |
| Directorate: | Economy & Environment |
| Grade: | HC08 |
| Location: | Plough Lane |
| Responsible to: | Traffic Management & PROW Team Leader |

# Job Description

# Job Role: Traffic Management Officer

**Service: Traffic Management**

## Main purpose of the role

* Supporting the Traffic Management Team in all aspects of the team role, Traffic Regulation Orders, Traffic Engineering Solutions, Managing the Speed Indicator Devices and liaising with the public, local councils and local members. In doing so you will be required to carry out activities within an office environment, as well as in a live traffic.
* You will be required to carry out activities within an office environment (although flexible working may be possible) as well as in a live traffic environment often alone.

| Key Duties and Responsibilities | Frequency of Task |
| --- | --- |
| * Ensuring systems and actions are implemented for the achievement of business and contract KPIs. |  |
| * Understand and monitor Council legal duties and roles in respect of Traffic Management compliance, inspections and maintenance across the Council. | * Weekly |
| * Manage multiple Traffic Order schedules, delivering a holistic approach to supporting the management of the network, including preparing reports and raising purchase orders. | * Monthly |
| * Maintain accurate records of statutory duties with each application to minimise risk to the Council and ensure schemes are thoroughly assessed, agreed or escalated, in line with legal duty and available budgets. | * Quarterly |
| * To be a key contact for Traffic Management to ensure effective, comprehensive and responsive services are provided to internal and external parties. | * Yearly |
| * To work with the Team Leader and wider colleagues to develop and implement a robust defect management system and Traffic Engineering record, identifying roles and responsibilities and ensuring training and instruction is provided where necessary. |  |
| * To develop and maintain open and constructive working relationships with both the wider clients within the council and the service providers, to support the planning, development and maintenance of the Network and associated policies to enable both the continuity and continuous improvement of services. | **Main Responsibilities / Accountabilities / Key Result Area** |
| * To promote the full and effective involvement of all stakeholders in the development and implementation of activities relating to the Highway Network. | **Main Responsibilities / Accountabilities / Key Result Area** |
| * To contribute to and review improvement proposals, undertake costs analysis for aspects of the service delivery to demonstrate value for money. | **Main Responsibilities / Accountabilities / Key Result Area** |
| * Support the culture of continuous improvement that is focused on delivery for the council and its customers and be responsible for identifying improvement opportunities. This by focusing on the design and the delivery of services with due regard to efficiency and effectiveness | **Main Responsibilities / Accountabilities / Key Result Area** |
| * Undertake the necessary benchmarking exercises and research to contribute to continuous improvement and to prove value for money. | **Main Responsibilities / Accountabilities / Key Result Area** |
| * Act as a technical reference for Traffic Management, maintaining and applying an up-to-date knowledge of expertise. | **Main Responsibilities / Accountabilities / Key Result Area** |
| * Assess and manage the Highway Infrastructure through the implementation of a variety of Traffic Engineering and Traffic Regulation Orders through use of the TSRGD and other relevant legislation and policies. | **Main Responsibilities / Accountabilities / Key Result Area** |
| * Managing the Speed Indicator Device (SID) application process that comprises of three main stages; Assessment, Installations & Deployments. You will be required to communicate with Parish Councils throughout Herefordshire and undertake site investigations to determine optimum locations to position SIDs to ensure most effectiveness for traffic calming. Following a successful assessment, you will then be required to schedule the installation of the foundation base by communicating with the construction team. Alongside this, you will also be managing a monthly deployment schedule for SIDs that are hired out to various Parish Councils across the county. | **Main Responsibilities / Accountabilities / Key Result Area** |
| * Provide the first point of contact to Stakeholders including parish councils, ward members to discuss Traffic Management Issues | * Daily |
| * Processing and assessment of applications of Traffic Management Features (SIDs, H-Bars, Disables Bays, Traffic Orders etc). | * Daily |
| * Provide accurate designs using AutoCAD, GIS and Mapinfo | * Daily |
| * Carry out site assessments and surveys | * Daily |
| * Communicate with stakeholders, Landowners, User Groups, Legal Representatives | * Daily |
| * Liaise with contractors | * Monthly |
| * Assess and manage the Highway network through the implementation of a variety of Traffic Regulation Orders and Traffic engineering features through use of relevant legislation and policies. | * Monthly |
| * Write detailed reports and be able to present information in a format which is understandable to the public | * Monthly |
| * Liaise with a wide selection of interested parties including user groups, Local Members, Officers, legal representatives etc. | * Daily |
| * Provide accurate advice with regard to Traffic Management Law and Practice to other departments, outside bodies, members of the public as appropriate. | * Daily |
| * Work with other members of the Traffic Management Team to assist with workloads and priorities. | * Daily |
| * Provide detailed, accurate and timely information where required. | * Daily |
| * Ensure accurate records are maintained to a high standard | * Daily |
| * Able to handle contentious situations with sensitivity and understanding. | * Daily |
| * Able to analyse and interpret data. | * Daily |
| * Competent using Microsoft Office – Word, Excel & Outlook (Advantageous to including AutoCAD or MapInfo). | * Daily |
| * Liaison with MP’s, Parish Councils, Ward Members, members of the public and contractor/sub-contractors to ensure that deadlines are met a comprehensive details are shared through the correct channels. | * Daily |
| * Attend site meetings with 3rd parties on behalf of the Traffic Management Team, where required. | * Daily |
| * Erect Site notices along the Highway network, where required. | * Monthly |
| * Provide comprehensive responses to service requests through email, telephone and letter where appropriate | * Daily |
| * Carry out survey work where required to map existing or new routes/structures. This will require a level of mobility on site in a live traffic/pedestrian environment, often remote, rural areas. | * Weekly |
| * Be a point of contact within the team to assist 3rd parties in requests for service. | * Daily |
| * To produce detailed AutoCAD/GIS drawings in support of developing and commissioning schemes. | * Daily |
| * To carry out processing relating to the management of the Highway network; highway law, legislation and any other processing as may be applicable. | * Daily |
| * To carry out thorough and detailed site investigations, making decisions on site that may have serious legal and / or financial implications, compiling and collating evidence in order to obtain a full and balanced picture of the issues/situation which have been raised through various channels to the team (scheme related or request for service from internal/external bodies). | * Weekly |
| * To compile and present written reports setting out evidence and/or technical advice relating to the requested/required service, using regulations and legislative documents to aid with responses. | * Monthly |
| * To prepare and deliver consultation documents relating to Traffic Regulation Orders and/or traffic Calming Schemes in response to customer request for service. | * Monthly |
| * To provide full, comprehensive advice of Traffic Orders through use of relevant legislation/law. | * Daily |
| * Provide detailed designs for Orders across the network using AutoCAD, GIS and Mapinfo | * Daily |
| * Provide clear advice and assistance to any schemes being delivered through S106 or S278 agreements and liaise with internal and external bodies from fruition to completion. | * Daily |
| * To produce detailed reports monthly and as required both internally and externally. | * Weekly |
| * Continual review and analysis of data to identify and implement innovations and improvements to meet the needs of the contract and key stakeholders. | * Daily |
| * Respond to customer and liaison with appropriate stakeholders to manage requests in a timely, appropriate and customer friendly manner. | * Daily |
| * Working with Locality Stewards and parking enforcements teams to ensure the public maintainable assets are maintained to a high level. | * Daily |
| * Implement robust recording and monitoring systems to demonstrate compliance and effective management and processing of activities. | * Daily |
| * Operate and maintain quality systems relevant to work areas, supporting other areas of business | * Daily |
| * Maintain quality of data to provide full audit against works undertaken. | * Daily |

**Person Specification**

| **Requirements** | **Essential or Desirable** | **Identified by**  **A – Application I – Interview** |
| --- | --- | --- |
| **Qualifications and Training** | | |
| * Educated to HNC/HND (Level 4) or equivalent | Essential | A |
| * CSCS / LANTRA Card | Desirable | A |
| * Knowledge of CDM Regulations | Desirable | A |
| * Degree / chartership in relevant field | Desirable | A |
| * Full Valid UK Driver’s Licence required for business use | Essential | A |
| **Experience & Knowledge** | | |
| * Experience and understanding of working within a Traffic Management role | Essential | A, I |
| * Experience delivering Traffic Regulation Orders, Speed Limit Orders and Traffic Engineering Schemes | Essential | A, I |
| * Experience of liaising and coordinating 3rd party consultants / contractors | Essential | A, I |
| * Previous experience of working within a Local Government Organisation would be beneficial to the role | Desirable | A, I |
| * Prepare GIS/AutoCAD drawings to accompany Orders | Desirable | A, I |
| * Experience of communicating with stakeholders, User Groups, Legal Representatives, members of the public | Essential | A, I |
| * Write detailed reports and be able to present information in a format which is understandable to the public | Essential | A, I |
| * Experience of safe lone working practices and procedures | Essential | A, I |
| * Experience of conducting surveys and map reading | Essential | A, I |
| * Experience of report writing and detailed analysis of survey data | Essential | A, I |
| * Experience of controlling and monitoring budgets would be beneficial | Desirable | A, I |
| **Skills and Abilities** | | |
| * Ability to provide detailed, accurate and timely information relating to Traffic Management and Traffic Regulation Orders | Essential | I |
| * Ability to work as part of a team. | Essential | A, I |
| * Ability to ensure accurate records are maintained to a high standard. | Essential | A, I |
| * Able to handle contentious situations with sensitivity and understanding. | Essential | A, I |
| * Able to analyse and interpret data. | Essential | A, I |
| * Competent using Microsoft Office – Word, Excel & Outlook. | Essential | A |
| * Competent using AutoCAD software and associated packages i.e. Signplot, KeyLINE, KeySIGN | Desirable | A, I |
| * Ability to provide accurate sign and line design details | Desirable | A, I |
| * Ability to work on own initiative | Essential | A, I |
| * Ability to work to tight deadlines | Essential | A, I |
| * Ability to manage own time and prioritise workloads. | Essential | A, I |
| * Ability to instruct and supervise multiple personnel in a live traffic environment | Essential | A, I |
| * Will be required to conduct site meetings in a live traffic environment where safety of yourself and others is paramount. | Essential | I |
| * Will be required on occasion to walk long distances with apparatus to carry out site surveys, often alone. | Essential | 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.

## Our Values and Behaviours

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.

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