

Job Title: Street Works Permit Officer (Network Coordinator)

Management Group: Places

Department/Section: Street Works

Grade: Bexley06

Reports to: Street Works Manager

Main purpose of the job:

You will be working as part of the Street Works Team to assess, and co-ordinate Permits on the Highway within the London Borough of Bexley. This will involve working closely with Street Works Inspectors to ensure the best possible service to all highway users.

You will be expected to deal with all aspects of co-ordination and administration relating to Street Works and Permits including electronically recording comments, inspections, defects and charges on behalf of the Street Works Inspectors and Identify and rectify inaccuracies. These duties will include daily use of Microsoft Office applications Auroura, and Street Manager– a system designed for the electronic transfer of permit information. Training will be provided.

Working in a busy office you will need a professional approach and be able to plan and prioritise your workload. You will require good communication skills to liaise with colleagues within the council, Utility companies, Councillors and other Highway Authorities using telephone, email and or face-to-face meetings. You will communicate directly and indirectly with members of the public addressing complaints/queries relating to all aspects of street works and will be required to respond in a professional manner.

Major Duties and Responsibilities:

- Co-ordinate all notices received under the New Roads and Street Works Act and permits received under the London Permit Scheme (LoPS).
- Record fixed penalty notices (FPN) fines
- Record all Section 74 notices on Street Manager/ Aurora
- Manually issue permits as required within tight statutory deadlines which are subject to changeable volumes.
- Co-ordinate with network delivery partners regarding future works.
- Respond to enquiries from the Street Works Inspectors and aid in their daily duties and administration duties.
- Respond to enquiries and complaints from members of the public and utilities, promptly and accurately.
- Enter information on the relevant excel document
- Provide absence cover for other members of the team.

Job Activities:

- Assess the quality of incoming permits, comments, traffic management and grant/refuse/address as required by electronic processes.
- Assess and co-ordinate incoming permits and liaise with Street Works Inspectors (SWI) regarding traffic management, timing of works and agreements. Grant/refuse as required by established processes.
- Issue inspections for Street Works Inspectors and make logged calls on their behalf as and when required.
- Record comments on the Street manager system on behalf of SWI as and when required.
- Manually create Fixed Penalty Notice (FPN) charges for Street Works Inspectors where required.
- Investigate and respond to applications for Section 58 in a protected street within 5 working days.
- Deal with queries and/or complaints from the public within the required response times.
- Provide absence cover for other members of the team when required.
- Any other duties essential to complete this role.
- Read T.M plans for compliance.
- Site meeting to discuss forthcoming works.
- Attend teams meeting to discuss up -coming works.
- Identify FPN's
- Identify Section 74's.

Person Specification

Management Group: Place

Department/Section: Street Works

Job Title: Street Works Permit Officer (Network Co-ordinator)

Job Family: Senior Support Staff

Selection Criteria	Essential/ Desirable (E/D)	Method of Assessment (see key)
(a) Education and formal training		
Minimum qualification 3 GCSE's including English and maths or relevant experience.	E	A/I
A relevant Street Works Qualification	D	A/I
IT Qualification or relevant experience	E	A/I
(b) Relevant technical experience, knowledge & skills/abilities		
Excellent IT skills and proficient in Microsoft Office packages – Word, Outlook, Excel as well as the ability to adapt to a range of bespoke IT systems and databases	E	A/I
Excellent administration and office skills. Including data entry, retrieval and presentation.	E	AT/I
Understanding of LoPS, Traffic Management Act and the associated Codes of Practice.	D	A/I
Working knowledge of an EToN system or other bespoke software	D	A/I

Excellent customer service and communication skills, both verbal and written.	D	A/I
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Experience of working to strict deadlines and prioritisation to match workload.	D	I
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Experience of traffic management	D	A/I
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(c) Other Additional Requirements

KEY:

I = Interview, A = Application Form, AT = Ability Test, PQ = Personality Questionnaire,

P = Presentation, PE = Practical Exercise, DBS = Disclosure & Barring Service, DL = Driving Licence

Applicants will be assessed against these criteria and the following high-performance indicators throughout the recruitment process.

High Performance Indicators

Values	Behaviours for staff	Behaviours for managers
Innovation	I respond flexibly and adapt to changing demands	I routinely look for innovative and cost-effective ways to improve performance and customer service
	I am prepared to take managed risks to achieve better outcomes	I champion change and deal successfully with ambiguity, enabling people to see positive and exciting possibilities for the future
	I ask 'What if...?' to develop fresh thinking and innovative approaches to generate and implement solutions to improve performance and challenge the status quo	I take calculated risks based on available evidence and my professional judgement to learn and try new things
Leadership	I demonstrate a clear sense of purpose and direction, in line with organisational objectives	I take responsibility for my service and for making things happen to make a difference to my service users
	I am willing to take difficult decisions	I create an environment where staff can thrive and show I value and trust staff, give praise and recognise good work
	My personal actions promote a positive image of Bexley	I inspire, lead and encourage staff to move forward
Collaboration	I show respect for others and value contributions from internal and external partners and customers	I encourage the feeling that the team is a collective unit with shared goals
	I recognise the right solution, regardless of who initiated it	I engage with service partners and other areas of the Bexley organisation to understand the demands on others and seek solutions as One Council
	I seek out and work with partners who can help me achieve the outcomes and objectives I need to deliver	I network internally and externally

Listening and Responding	I acknowledge other people's viewpoints and work with them to find a win-win solution	I seek regular service user feedback and review customer data to shape service improvements
	I prepare and present information anticipating questions and problems	I ask staff for ideas on how to improve our service and how I can improve as a manager, listen to them and act on them
	I adapt my style to the audience and their needs, using the most appropriate communication channels	I empower staff to make decisions and changes to improve value for money, customer service and productivity
Open and Accessible	I see issues from the customer / user perspective	I am accessible to my service users, customers, staff and Members
	I monitor customer feedback and level of satisfaction with the service they receive, and use this to improve and pre-empt customer needs	I communicate and share a clear vision for the bigger picture as well as specific service areas
	I seek to build and maintain positive relationships with customers and partners	I outline what is expected of individuals and their contribution to the whole, and am consistent in my expectations
Impact	I prioritise my activities and resources to focus on those which have the most impact for residents	I design services that provide value for money and deliver our outcomes, informed by evidence
	I take responsibility for making things happen and achieving my objectives	I produce, prioritise and adapt plans to meet changing requirements
	I make decisions and clear recommendations based on my professional opinion and experience, informed by a range of information and evidence	I set interim goals to achieve notable wins on the way to larger objectives I deal with poor performance
