# EAST SUSSEX COUNTY COUNCIL JOB DESCRIPTION

# Job Title: Traffic and Safety Officer

# Department: Communities, Economy and Transport

# Grade: [Single Status](https://new.eastsussex.gov.uk/jobs/benefits/east-sussex-single-status) 9 or 10

# Responsible to:

# Purpose of the Role:

This post sits within the Road Safety Team, which fulfils the Council’s statutory and core road safety functions to promote road safety, investigate collisions occurring on East Sussex roads, and take appropriate measures to prevent such crashes.

The purpose of this role is to:

* Identify, develop and prioritise local highway improvements in line with the County’s duty to deliver casualty reduction in its area within the available budgets.
* Help identify and develop a programme of transport schemes which support the delivery of the aims and objectives of the County Council's Local Transport Plan, with particular emphasis on achieving casualty reduction, improving traffic management, and enabling increased use of sustainable forms of transport.
* Investigate road safety and traffic management concerns raised by local communities in line with adopted policies, approved working practices, best practice, national guidance and legislation.
* Undertake research and provide project support under the direction of a project lead or manager, preparing findings and report.

# Key tasks:

1. Responsible for managing own work, including complex matters where there are competing and demanding deadlines. Provide advice on policy, legal and/or regulatory issues and produce records of actions taken and record outcome and decisions.
2. Responsible for supporting customers and/or other members of the team with more complex enquiries, appeal procedures and escalations.
3. Develop and maintain knowledge of relevant legislation and professional area and provide advice on guidance, including interpretation of local policy.
4. Provide professional advice and information in relation to the service area to internal and/or external customers including the production of written advice for the intranet, internet or external publications as required.
5. Deputise for the line manager as required, including attendance at external meetings.
6. Responsible for responding to complaints from customers, following local procedures for handling complaints.
7. Support the development of local policies, procedures, systems, training and guidance in response to changes in legislation and best practice.
8. Review the service provision and make recommendations for improvement to local systems, take a lead on implementing changes.
9. Plan and organise programmes of work including allocation of work to other members of the team, having regard to the effective use of resources and safe working practices.
10. Provide management data and reports to the Managers and to the Senior Management Team

**Progression to SS10 Senior role dependent on the following additional duties being required of the role:**

1. Independently manage projects and hold accountability for delivery of the project objectives. This will include; ensuring project documentation is produced and maintained and progress is reported to the project sponsor and project board, engagement with stakeholders, responsibility for decision making and obtaining approvals through relevant governance processes.
2. Be a local subject matter expert in a specific technical area. Responsible for holding a more complex caseload in a specialist area, providing support and guidance on this specialist area to other members of the team and updating local policies as required.

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# PERSON SPECIFICATION

# Essential education and qualifications

1. QCF Level 2 Maths and English qualifications or able to demonstrate competency in these areas

**SS10 only;**

1. The post holder will have sufficient experience by carrying out additional duties at SS10 and be able to complete the ROSPA 10 day residential/e-learning course Collision Investigation and Prevention.

# Essential key skills, abilities, knowledge, experience, values and behaviours

1. Ability to plan and organise a varied workload for self and others, working to short deadlines.
2. Able to use own initiative to solve problems, improve processes, and welcome change
3. Ability to work collaboratively as a member of a team and be able to develop professional relationships across teams and services to achieve shared aims.
4. Ability to communicate effectively with a range of people in a clear, concise and accurate manner, changing messages to suit different audiences.
5. Interpersonal skills and emotional intelligence
6. Coaching and mentoring skills
7. Ability to solve complex problems and develop solutions
8. Developed ICT skills, including ability to accurately input and check data
9. Ability to use technology as part of the role including (managers can select from the list provided as appropriate).
10. Ability to analyse, interpret and clearly present data, some of which may be complex, in line with Data Protection regulations.
11. Finance addendum: Budget planning and monitoring principles and processes
12. Initiative (Project) Addendum: Project management principle and processes including governance processes
13. Ability to provide effective customer service which will include providing clear and succinct advice, responding appropriately to customers’ needs.
14. Ability to remain calm under pressure, including the confidence to take control of a difficult situation
15. Ability to lead and motivate staff awareness of and commitment to equality, diversity and inclusion
16. Knowledge of the Data Protection regulations including an understanding of data storage and retention schedules, and a commitment to maintain confidentiality.
17. A commitment to professional and personal development.

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Health & Safety Functions

This section is to make you aware of any health & safety related functions you may be expected to either perform or to which may be exposed in relation to the post you are applying for. This information will help you if successful in your application identify any health-related condition which may impact on your ability to perform the job role, enabling us to support you in your employment by way of reasonable adjustments or workplace support.

| **Function** | **Applicable to role** |
| --- | --- |
| Using display screen equipment | Yes |
| Working with children/vulnerable adults | No |
| Moving & handling operations | No |
| Occupational Driving | No |
| Lone Working | No |
| Working at height | No |
| Shift / night work | No |
| Working with hazardous substances | No |
| Using power tools | No |
| Exposure to noise and /or vibration | No |
| Food handling | No |
| Exposure to blood /body fluids | No |