**BRIGHTON & HOVE CITY COUNCIL JIN 4314**

**JOB DESCRIPTION**

**JOB TITLE: Transport Monitoring Team Leader**

**REPORTS TO: Transport Monitoring Manager**

**DELIVERY UNIT: City Transport**

**TEAM: Transport Control Centre (Parking Services)**

**PURPOSE OF JOB**

To assist the Transport Monitoring Manager with the leadership and management of the Transport Monitoring Team.

To provide a professional, effective operational CCTV monitoring service for the management of the road network ensuring compliance with all the procedures, policies and legislation.

To support the wider function of the Transport Control Centre as a communications “hub” for City Transport and its partners with real-time traffic management and traffic control.

To assist the Transport Monitoring Manager as the first point of contact with neighbouring authorities’ Transport Control Centres, the Police and the local transport news media.

To provide excellent remote customer services for the council’s multi-storey car parks.

To deliver the Traffic Management objectives of tackling congestion, keeping traffic moving, providing access and delivering excellent customer service.

**PRINCIPAL ACCOUNTABILITIES**

1. To lead and line manage theTransport Monitoring Officers, inspiring a strong, positive and united team spirit, especially during periods of difficulty.
2. To regularly communicate and actively demonstrate a clear and consistent vision in line with the wider objectives of the Council and the Parking Services team demonstrating genuine enthusiasm and passion for the delivery of excellent, customer focused services.
3. To organise the monitoring of the road network and be the lead decision maker in taking the appropropriate action alongside reporting any issues and the outcome to the appropriate Transport manager.
4. To implement the strategy and organise the monitoring of incidents through CCTV to organise customer service and security monitoring at the council’s connected off-street car parks using CCTV and 2-way audio links to provide customers with assistance, including local information for visitors.
5. To support the Transport Monitoring Manager in taking forward the correct collection of various sensitive data streams and reporting outcomes to various interested parties including the public through social media, news and traffic information systems.
6. To liaise with a large variety of other transport, council, partners and external stakeholders to allow them to make informed decisions that influence the road network and its users journeys.
7. To manage and organise the 24/7 operation of the Transport Control Centre and to work flexibly according to the business needs of the operation. This requires organising the appropriate staffing levels for the 24/7 operation to ensure sufficent staff are available to cover the required shift patterns.
8. To respond appropriately and sensitively to a wide range of often complex and sensitive written and verbal enquiries and complaints, including FOI requests from members of the public, other officers, contractor staff, elected members and other stakeholders taking appropriate action to resolve as necessary ensuring that protocols for communication and our customer promise are effectively established and implemented.
9. To demonstrate commitment to performance management which ensures that the service provided by the team meets, and wherever possible exceeds, national and local performance management targets as well as the council’s performance management standards.
10. To play an active role in the development of IT systems and service development projects for the improvement of the Transport Control Centre and Traffic Management elements. Review working practices, develop new and customised systems as appropriate and ensure feedback to promote effective operation of the systems.
11. To deputise for the Transport Monitoring Manager as required.

**General responsibilities**

To work within and actively promote the City Council’s Inclusive Council Policy in relation to service delivery and staff management.

To ensure all operations in their areas of responsibility are conducted according to the provisions of the Health and Safety at Work Act 1974 and the Management of Health and Safety at Work Regulations 1999 and all relevant legislation and council policy.

In particular: as set out in Section 4 of the Council’s Health and Safety Policy, and within their area of responsibility:

• To maintain awareness of current Health & Safety legislation and ensure that all employees understand and comply with Health and Safety Policy; that they are informed, trained and supervised to safeguard their own and others welfare and safety

• To carry out risk assessments and ensure implementation of and adherence to safe systems of working practice

• To report and investigate accidents or incidents promptly, implementing recommended action for improvements to safe working practice

• To ensure that safe premises, equipment and working environments are maintained

Flexibility is vital to the success of the team as the needs of the service change and unexpected situations arise. The postholder is expected to assist where possible in response to such situations to support the team, to foster a project oriented culture and to promote similar flexibility in the way that other staff work within the Transport Control Centre team

Your duties will be as set out in the above job description but please note that the Council reserves the right to update your job description, from time to time, to reflect changes in, or to, your job.

You will be consulted about any proposed changes. The list of duties in the job description should not be regarded as exclusive or exhaustive.

This job description sets out the duties of the post at the present time.

**PERSON SPECIFICATION**

**JOB TITLE: Transport MonitoringTeam Leader**

**DEAPARTMENT: City Transport**

**TEAM: Transport Control Centre (Parking Services)**

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| **CRITERIA** | **ESSENTIAL CRITERIA** |
| **Job Related Knowledge, qualifications and Experience** | * Qualified to a level 3 or equivalent professional experience or extensive relevant practical experience of Parking operations, Traffic Enforcement or Traffic Management * Experience in communicating through various platforms including social media * Knowledge of parking controls Traffic Enforcement and Traffic Management, policies and procedures * Computer literacy, with good knowledge of Word and Excel * Experience of identiftying risks and applying relevant Health and Safety legislation. * Experience of managing Traffic Control systems * Hold a valid CCTV licence which entitles you to work in the Public Space Surveillance CCTV sector as a front line operative * Up to date knowledge and ability to interpret a wide range of complex techincal information, regulations and legislation * Experience of managing staff within a regulated environment, prioritising workloads and practising time management * Experience of managing a 24/7 operation * Experience of dealing with difficult members of the public in a customer service environment. * Experience on the preparation of clear, accurate reports, procedures and policies. |
| **Skills and Abilities** | * Ability to lead, motivate and constructively manage self and others * Ability to produce work to tight deadlines and to varying prioritises and degrees of urgency ensuring a high standard of service at all times * Excellent and confident communication skills dealing with senior managers, the public, stakeholders and other staff. * Interpersonal and communication skills * Ability to make sound and consistent judgements on complex issues and an innovative approach to challenges * A knowledge and understanding of performance management procedures and an ability to apply all of its principles to the management and development of the team and staff |
| **Equal Opportunities**  **Health & Safety** | * Embrace and implement the Council’s Equality Policy * To carry out all duties in accordance with the Council’s Equalities Policies. * Commitment to acquiring awareness of current Health and Safety legislation as it applies to their area of responsibility and to attending relevant Health & Safety training * Awareness of the need to identify hazards in their area of responsibility and the ability to assess and manage the associated risks |
| **Other Requirements** | * Will be required to work at weekends and bank holidays as part of a 7 day rota * Will be regulary required to work outside normal working hours as part of a 24 hour Duty Manager rota. * The postholder will be required to present a good image of the Council * The postholder will be responsible for the security of the Transport Control Centre and car parks |