**BRIGHTON & HOVE CITY COUNCIL JIN 4315**

**JOB DESCRIPTION**

**JOB TITLE: Transport Monitoring Officer**

**REPORTS TO: Transport Monitoring Team Leader**

**DELIVERY UNIT: City Transport**

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

**PURPOSE OF JOB**

To provide a 24-hour, 7 day a week, professional, reactive and well informed transport monitoring service. To deliver an accessible, safe, and sustainable city transport network that supports growth and enables the city to become carbon neutral by 2030

To make frequent lone decisions that affect the road network and its users, by collecting information from various live data streams including real time CCTV. To keep the city moving and to provide a coordinated response to network management.

To be the first point of contact for incident response and the impact of events on the road network in the city and be the communications hub for both the Parking Services and Traffic Management Teams as well as partners, the public and Stakeholders by using a variety of appropriate communications methods.

**PRINCIPAL ACCOUNTABILITIES**

1. To monitor the road network in real time using various data streams including CCTV, ANPR (automatic number plate recognition) and real time traffic information systems. Including data from Stakeholders and partners such as real time bus information.
2. To use large and varied data-streams including CCTV to identify causes of disruption or as directed by internal or external partners to report on incidents and events and the impact it is having on the network, including applying the correct industry standards for capturing evidential images, information and producing evidential documentation.
3. To ensure prioritisation of incidents and maximise use of available equipment to make on the spot decisions regarding what appropriate action should be taken to resolve or improve the situation and reducing knock on effects.
4. To call out, instruct and direct the relevant council Contractors to carry out emergency and remedial works to street furniture and traffic lights whilst considering local knowledge of day-time, rush hour and night time traffic flow and the urgency to make repairs.
5. To identify incidents including those that cause disruption to the network, such as road traffic incidents, road works, unauthorised road works, events and other causes of traffic congestion such as seasonal changes and hotspots within the city. Working closely with colleagues managing the winter maintenance service
6. To provide customer service and fault monitoring using 2-way audio links to car parks to provide customers with assistance, including local information for visitor ensuring the car parks and other parking management services stay operational by monitoring systems and reporting faults to the appropriate team or contractor.
7. To ensure the car parks are a safe and accessible place to use, by using CCTV, security monitoring and rapid response to report anti-social and dangerous behaviour to include protecting the car park assets, staff and users.
8. To respond quickly and appropriately to instances of traffic disruption primarily using a variety of technical systems to activate alternative traffic signalling strategies and set variable message signs to divert traffic around the city. This requires liaison with and assisting the Traffic Control Systems Team, as required, in the planning and execution of signalling strategies. This may require communication with the bus and taxi forums to alert to the incident and diversion.
9. To produce evidence and reports to inform internal and external partners, reflecting on impacts and what knowledge has been gained and how it can influence future planning and decisions. This includes for the enforcement of unauthorised street works and correct use of issued street work permits. Traffic flow around the city and the success and impact of decisions made following incidents.
10. To alert response teams (e.g. Maintenance Team, Security, Police etc) or escalated to a range of mangers including out of hours and the councils out of hours emergency response teams and other support services to attend at site for customer service, maintenance, security and other issues, as required
11. To protect data the council holds and ensure that it is processed correctly, including dealing with requests to view CCTV/digital information appropriately, ensuring existing and emerging legislation is applied and adhered to
12. To be the first point of contact for internal and external customers by online contact, phone and proactively on social media. Responses must be appropriate and sensitive and take action to resolve as necessary. Ensuring protocols for communication are effectively established and implemented.
13. To assist the wider Transport Control Centre functions are operational and maintained predominately enforcement, by using CCTV skills and qualifications to enforce the network. Including the issuing and review of penalty charge notices.
14. To deputise for the control centre team leaders 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 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 Monitoring Officer**

**DEAPARTMENT: City Transport**

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

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| **CRITERIA** | **ESSENTIAL CRITERIA** |
| **Job Related Knowledge, qualifications and Experience** | * Educated to NVQ Level 2 standard or equivalent * BTEC Level 3 in traffic enforcement (or be willing to achieve during probationary period). * BTEC Level 3 principles and practices in CCTV operation (or be willing to achieve during probationary period). * BTEC Level 2 working as a CCTV operator (or be willing to achieve during probationary period). * Hold a valid CCTV licence which entitles you to work in the Public Space Surveillance CCTV sector as a front line operative * Experience of interpreting and applying a large variety of legislation and best practice. * Proven experience of making proportionate decisions without direct supervision. * Experience of working in a heavily regulated environment. * Experience of considering health and safety of the general public when making decisions |
| **Skills and Abilities** | * Excellent and confident communication skills dealing with a variety of officers at all levels, the public, councillors, stakeholders and partners. * Ability to communicate using various communication methods including social media, written and verbal. * Ability to accurately observe and record details. * Ability to make decisions independently and under pressure. * Ability to prioritise own workload with minimal supervision * Highly skilled at problem solving. * Delivering excellent customer service to customers in challenging situations. * Ability to show resilience when viewing or dealing with distressing and sensitive situations. * Good IT skills and able to use a wide range of software and hardware packages, such as mircosoft packages and independent systems and their controls. |
| **Equal Opportunities**  **Health & Safety** | * To uphold and carry out the duties of the post with due regard to the City Council’s Inclusive Council Policy. * 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 outside normal working hours as part of a 24 hour rota. * Will be required to regularly lone work. * Maintain security of the Transport Control Centre. * The postholder will be required to present a good image of the Council |