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# BRIGHTON & HOVE CITY COUNCIL

**JOB DESCRIPTION QUESTIONNAIRE**

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| **Job Title:**  | Traffic Technician  |
| **Reports to:**  | Parking Scheme Project Manager or TRO Manager |
| **Department:** | Parking Services |
| **Section:**  | Transport |
| **Date written:** | 2nd June 2021 |

**Purpose of the Job**

To undertake a range of roles within the Parking Design & Implementation Team including; assisting in the consultation, implementation and maintenance of controlled parking schemes, road safety and traffic management. Communicating in a politically neutral way to a range of customers; read technical drawings; understand and apply relevant legislation.

To deliver excellent customer service through a variety of channels including supporting the Team at public meetings.

**Higher**

To assist with the delivery of traffic measures in accordance with the traffic management programme, the council’s strategy on sustainable transport and legislative requirements, in order to improve road safety and movement of traffic within the city.

To edit technical drawings and make basic design proposals through the interpretation of regulations following on site assessment.

**Principal Accountabilities**

1. Be the first point of contact for customers through online forms, emails and letter. Delivering an excellent standard of customer service to all customers.Ensuring that responses are in line with the customer promise and appropriate for the recepient.

1. Receive and process applications for a variety of changes to the road network, ensure they are issued and accounted for in accordance with the regulations of the scheme applying fairness and consistency when assessing eligibility.
2. Support with public consultation regarding proposed changes to the road network. Ensuring that all information is processed in line with current legislation.
3. To deal tactfully with all telephone enquiries from members of the public, other officers, contractor staff and elected members and process these in accordance with the set procedures
4. To be dedicated to professional development, including completing and participating with the councils e-learning and attended courses.
5. Undertake site visits on own; to identify signs or lines in need of repair or maintenance or to ensuring that information is collected and accurately recorded to enable assessment of the road network.
6. Willingness to continually develop and maintain knowledge regarding legislation and regulations that apply to the team’s workload with the interpret and apply legislation.
7. Attend public meetings to support senior members of the team to share proposals and collect feedback.
8. To be able to understand technical drawing, extracting information from map based Traffic Regulation Orders to assist the team with enquiries from a range of customers

Higher

1. To assist with the assessment and prioritisation of traffic management measures, the evaluation of budget requirements and the development of improvement programmes to achieve optimum benefit from the available budget.
2. To advise a variety of audiences on processes, policy and Traffic Regulation Orders, explaining any restrictions that apply.
3. To assist more senior team members to investigate requests for minor changes to the parking network by, assessing, designing and implementing traffic management measures, such as traffic calming, speed limits, traffic regulation orders, pedestrian refuges etc, to improve safety capacity and to ensure measures that support and promote the council’s sustainable transport policies, including cycling, pedestrians, public transport etc.
4. To participate in the consultation with local residents and Members of the council regarding parking schemes implementation and changes
5. Under the direction of more senior team members, supervise and monitor the work of contractors to ensure the completion of work and compliance with legislation, health and safety requirements.
6. To process and implement applications for disabled parking bays throughout the City, including liaising with other appropriate departments and the preparation and advertisement of the necessary traffic regulation orders.

7. To assist with the repair and maintenance of existing traffic signs and where appropriate road markings. Identify requirements for new traffic signing, road markings, liaising with staff in other departments to ensure delivery of the work programme.

8. To evaluate invoices before recommending payment to the Project Manager. Operate a system for the recording and banking of payments received for services provided through the team to outside persons and organisations.

9. To provide an efficient and courteous service to members of the public. Members of the Council, Members of Parliament, other statutory authorities, external organisations and internal council departments on traffic related matters. Responding to both written and verbal enquiries/requests, including meetings on site and discussing issues in a clear and concise way.

10. To ensure where appropriate traffic schemes and measures comply with Health and Safety at Work Act and the Construction Design and Management Regulations (CDM) and ensure the co-ordination of streetworks meet the legal requirements of the New Roads and Streetworks Act (NRSWA) 1991 and the Highways Act 1980.

11. Assist the management team to develop and maintain strategies and procedures to safeguard the movement of traffic through the City and to improve performance and delivery of the service. Promote innovative solutions to local traffic problems and recommend improvements in the delivery and value for money of traffic management.

**General Accountabilities**

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.

There will be other duties and requirements associated with your job and, in addition, as a term of your employment you may be required to undertake various other duties as may reasonably be required.

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**PERSON SPECIFICATION**

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### Essential Criteria

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| **Job Related Education, Qualifications and Knowledge**Experience | * Level 2 English, Maths and ICT or equivalent
* Experience of working in an Office/Administration environment, preferably in a parking related discipline.
* Experience of working in high performing customer focussed, operational and administrative environments
* Experience of work in a time sensitive pressured environment.
* An understanding of the Parking Services processes

**Higher**

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| * Ability to communicate confidently with a range of people from all levels.
* Knowledge and ability to apply the road traffic signing and road lining legislation, the New Road and Streetwork Act (NRSWA) 1991 and other relevant legislation/codes of practice.
* Knowledge and ability to apply highway safety procedures.
* Knowledge of construction, materials and procedures, responsibilities and obligations.
* A minimum of 2 years work experience of working in Traffic Management together with an up-to-date knowledge of Management policy.
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| Skills and Abilities | * Ability to prioritise a heavy and varied workload
* Ability to understand and apply legislation regarding parking schemes.
* Good Word, Excel and General IT skills
* Ability to read and extract information from Technical drawings

Higher* Good communication skills, both written and verbal, with the ability to communicate effectively and sensitively with people at all levels and from diverse backgrounds.
* Ability to assist with undertaking traffic management design and implement schemes through highway engineer procedures.
* Ability to assist with the design, estimating of and supervision of a variety of traffic related maintenance work within a set budget.
* Excellent organisational skills.
* Good time management skills and the ability to work under pressure to tight deadlines whilst ensuring a high standard of service.
* Good IT skills including experience of Microsoft Office/Excel/PowerPoint and AutoCAD etc.
* Ability to contribute positively as a member of the team and work with other
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| **Equalities** | * 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
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| **Other Requirements** | * Able to work outside normal office hours as required e.g. to attend evening/’out-of-hours’ meetings.
* The postholder will be required to present a good image of the council.
* The commitment to acquiring awareness and knowledge of Health and Safety policy and practice as it applies in their area of work.
* Ability to co-operate and adhere to Health and Safety policy, practices and instructions.
* A flexible approach and the ability to work as part of a team.
* Understanding of and a willingness to pursue a customer focused approach to service delivery.
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