



**North
Northamptonshire
Council**

Job Description and Person Specification

Job details

Job title: Highway Regulations Technician

Grade: NNC Band 4 (£29,269 to £30,296)

Reports to: Highways Investigations & Searches Team Leader

Responsible for: N/A

Directorate and Service area: Place and Economy, Highways and Waste

Purpose of the job

The Highways and Waste team provide statutory services that all residents of North Northamptonshire use. The Highways team is responsible for providing a safe road network that operates efficiently and effectively.

The role leads the investigation and processing of requests for Traffic Regulation Orders and the drafting of related correspondence and the Order; assisting in the design of new Traffic Regulation Orders for parking review schemes; investigating highway enforcement issues and where necessary taking enforcement action through legislative powers; processing and issuing licences for other highway operations and responding to enquiries and complaints.

Principal responsibilities

1. To carry out site visits to assess eligibility for licensing works and to monitor the effect of the work on the public highway to ensure that it is carried out to the correct standards and specifications to ensure the Council meets its legal and technical obligations and to safeguard the welfare of pedestrians and other highway users.
2. To process applications for licences under various sections of the Highways Act, particularly Sections 50, 171 and 184, which allow works to be carried out on or within the public highway and to issue licences where appropriate to conform to the requirements of the Highways Act.
3. To process applications for licenses to temporarily place skips, scaffolding and other equipment which will affect the use of the public highway. Licences must be issued to keep the Council informed about works taking place on or within the public highway and to ensure that the contractor or undertaker has insurance to cover them in the event of an accident involving the works.
4. To carry out site safety inspections of any structures placed in the highway through a licence application or investigate reports of instances where no licence has been granted or a licence has expired.

5. To issue enforcement orders where private property is affecting the public highway in a detrimental fashion to ensure that the Council meets statutory requirements to manage the use of the highway and safeguard the welfare of the people who use it. This can include liaising with the Council's highways service provider to carry out any work that is not completed by the landowner following enforcement action and then to recharge the landowner for the cost of the works.
6. To process applications for temporary traffic orders such as road closures, parking prohibitions, speed limit alterations and weight limit restrictions, and to ensure that information regarding these is provided to the emergency services, affected local Town or Parish Councils and members of the public so that they are aware of changes and/or disruptions and diversions.
7. Co-ordinate and plan the availability of the highway for use by others (including NNC and utilities) by receiving, processing and determining applications for Temporary Traffic Regulation Orders, including checking that diversion routes and all traffic management proposals have been agreed with the relevant teams.
8. Contribute to the investigation of any insurance claims against the Council involving work carried out on the highway through licences issued by the team.
9. Act as a point of contact for the team, dealing with enquiries from the public, contractors, councillors and other stakeholders so that their queries, complaints, or inputs can be resolved.
10. Create and maintain accurate and timely records, logs and databases relating to the activities of the service including archiving of technical records, to provide an audit trail and a central log of data and information to inform service provision.

General responsibilities applicable to all jobs

1. Demonstrate awareness/understanding of equal opportunities and other people's behavioural, physical, social and welfare needs.
2. Comply with the Council's policies and procedures including (but not limited to) safeguarding, financial regulations, promotion of equalities, customer care, agreed audit actions and health and safety (ensuring that reasonable care is taken at all times for the health, safety and welfare of yourself and other persons).
3. Carry out any other duties which fall within the broad spirit, scope and purpose of this job description and which are commensurate with the grade of the post.
4. Work with internal and external partners to ensure appropriate service standards are achieved, maintained and developed.

This job description reflects the major tasks to be carried out by the post holder and identifies a level of responsibility at which they will be required to work. In the interests of effective

working, the major tasks may be reviewed from time to time to reflect changing needs and circumstances. Such reviews and any consequential changes will be carried out in consultation with the post holder.



Person Specification

Attributes	Essential criteria	Desirable criteria
Education, Qualifications and Training	Educated to GCSE 'A' level standard or equivalent.	Highways related qualifications e.g. HNC
Experience and Knowledge	<p>Proven experience of delivering a customer focussed service.</p> <p>Local government or highways environment with a legislative background and familiar with highway legislation.</p> <p>Experience of use of NRSWA, One Network and Street Manager software</p> <p>Working Knowledge of the Highways Act 1980, Traffic Management Act 2004 and New Roads and Street Works Act 1991.</p> <p>Proven experience in preparing and progressing Traffic Regulation Orders</p>	Experience of financial management systems
Ability and Skills	<p>ICT skills suitable for the role, including the use of Microsoft Office 365 and customer relationship management systems</p> <p>Ability to prioritise own workload to ensure any key tasks are undertaken.</p>	

Attributes	Essential criteria	Desirable criteria
	<p>Ability to work on own initiative and apply a rational and innovative approach to problem solving and decision making.</p> <p>Ability to manage customer service issues demonstrating empathy as well as resilience for challenging situations</p> <p>A positive attitude towards continuous improvement</p> <p>Ability to write correspondence to a wide range of internal and external customers using appropriate language and grammar.</p>	
Equal Opportunities	Ability to demonstrate awareness/understanding of equal opportunities and other people's behaviour, physical, social and welfare needs.	
Additional Factors		