

WHERE
CAREERS
THRIVE

When potential
is unlocked,
talent *thrives*



West
Northamptonshire
Council

Highways Regulations Technician

Highways Network Management, Place, Economy and
Environment Directorate

Thank you for your interest in this role. Our vision at West Northamptonshire Council (WNC) is: 'to make West Northants a great place to live, work, visit and thrive'.

We truly stand by this and work hard every day to make this a reality, and at WNC it's about our people. People who thrive with ambition, bring new ideas, demand better ways of working, care about every detail, and who never shy away from a challenge.

Our culture is a gateway for new experiences. A place to forge new opportunities. To empower you in your career and unite you with like-minded people. When potential is unlocked, talent thrives.



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Purpose and impact:

The purpose of the post is to assist the Team Leader with regulating and managing works and activities taking place on or affecting West Northamptonshire's highway network. The Regulations Technician will assist with managing and regulating the highway network, this includes the licencing and permitting of third party works, skips, scaffolding & hoarding; assist with managing the coordination of events, highway works and highway development schemes. In addition, the Regulations Technician will undertake investigation and possible enforcement activities.

Accountable to:

This role is accountable to the Regulations Team Leader. The role sits within the Highways Network Management Service area, part of the Highways and Transport Directorate in West Northamptonshire Council.

Responsibilities:

1. To manage applications for skips and scaffold licencing.
2. Assess, agree and produce Section 50, 171, 184 and other applicable licences under the Highways Act and New Roads and Street Works Act.
3. Help with the validation of defects in relation to insurance claims.
4. Assist responses to customer complaints, enquiries, and freedom of information requests. This will include communicating directly with customers, electing members, managers, and external stakeholders in a format that is appropriate to the audience.
5. Investigate complaints relating to potential breaches of highway regulations and undertake any enforcement activities that might be required regarding both Highways and Public Rights of Way.
6. To maximise personal productivity, minimise duplication and errors; and manage our information efficiently and securely to reduce risk, through effective use of Office 365 and our internal IT systems and applications.
7. Actively challenge and seek to eliminate any directly or indirectly discriminatory practice or behaviours.
8. Demonstrate awareness and understanding of other people's behavioural, physical, social and welfare needs and ensure that reasonable care is taken at all times for the health, safety and welfare of yourself and other persons.
9. Use Microsoft 365 and council systems effectively to work efficiently, collaborate with others and manage information safely, including storing, sharing and handling data securely in line with council policies.

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:

The requirements for the role are outlined below and will be part of the selection process. Each of the criteria listed below will be measured by:

(**A**) Application Form, (**T**) Test, (**I**) Interview, (**P**) Presentation, (**D**) Documentation.

Minimum levels of knowledge, skills experience and qualifications required for this job.

Skills and abilities:	Essential / Desirable	Measured by
Excellent communication skills (both verbally and in writing) with the ability to supply technical information to internal colleagues and other third-party organisations	E	A, I
Digital Skills: Working knowledge of Microsoft 365, including Outlook, Teams, Word, Excel, PowerPoint, CoPilot, OneDrive and SharePoint, with the ability and willingness to use these tools confidently and effectively in day-to-day work.	E	A, I
Information & Data Handling: Able to handle information responsibly, store records securely, share data appropriately and follow council policies and procedures on data protection, records management and information security.	E	A, I
Ability to develop strong working relationships with internal teams and other stakeholders/organisations.	E	A, I

Knowledge:	Essential / Desirable	Measured by
An understanding of The Highways Act 1980, the New Roads and Street Works Act 1991 and the Road Traffic Regulation Act 1984 and the legal implications of these acts.	E	A, I
Knowledge of working in a Political and customer focused environment	D	A, I
Knowledge and experience of undertaking highway enforcement action related to the service.	D	A, I

Relevant experience:	Essential / Desirable	Measured by
Experience of working within a highway regulation discipline and the undertaking of enforcement action.	E	A, I
Experience of interpreting and applying legislation and regulations and working with a range of stakeholders to ensure that issues and conflicts are resolved.	E	A, I
Experience of working in an environment where you are expected to be able to influence others behaviour through effective relationship building	D	A, I
Experience in a customer focused role where you have had to deal with complex complaints from various sources, including the public, in an efficient and sensitive way.	D	A, I

Education, training and work qualifications:	Essential / Desirable	Measured by
5 GCSE's (Maths and English included) or a demonstratable equivalent gained through relevant work experience.	E	A, I
Current valid driving licence.	E	A, I
Occasional attendance at external meetings outside of normal working hours.	D	A, I

All appointments are subject to standard pre-employment screening. This will include identity, references, proof of right to work in the UK, medical clearance and verification of certificates.

Day-to-day in the role:

Hours:	37 hours	Primary work base:	One Angel Square
Job family	Regulatory & Technical	Worker type:	Part Flexible
People management responsibility:	0	Budget responsibility:	c. £0k

Current pay scales and other benefits are published on the [Jobs and Careers](#) section of West Northamptonshire Council's internet.

Working conditions & how we work:

This role has been identified as a part-flexible worker type, this means that you will be able to work from other work locations and when not working from an office you will be working remotely for up to 3 days a week (including from home).

There may be occasions when you may need to attend meetings outside of the normal working day.

Our organisational values and behaviours

Everything we want to achieve for West Northants depends on having the right people in place and doing the right things and we want all colleagues to THRIVE, both personally and professionally. Our values and our behaviours framework underpin how we work and what partners and customers can expect from us. We want to do our very best for our residents, service users and businesses and for our staff – we want everyone to THRIVE.

T Trust	We are honest, fair, transparent and accountable. We can be trusted to do what we say we will.
H High Performing	we get the basics right and what we do, we do well. We manage our business efficiently.
R Respect	we respect each other and our customers in a diverse, professional and supportive environment.
I Innovate	we encourage curiosity, we are creative and seize opportunities to grow individually as an organisation and as an area.
V Value	We continually strive for best practice and ways of improving existing procedures, practices and systems and thereby promoting efficiency and cost effectiveness
E Empower	we believe in people, will listen, learn and trust them to make decisions. We help people to realise their ambitions.

"Valuing colleagues as individuals and encompassing our different perspectives to deliver our collective ambitions. One West inclusive culture."

Should you require this document in another format or language, please contact: Careers@westnorthants.gov.uk

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Choose a career that offers you a true sense of achievement,
fills you with pride and challenges you in a positive way, everyday.

The benefits of a career at WNC include:

- **People** are at the centre of everything we do. Without our people, we wouldn't be able to deliver services to the people in our community.
 - **Ambition** runs through everything we do at West Northants Council, we nurture and develop our people's ambition and willingness to succeed, to continually improve the service we provide to the community.
 - **Care** is at the heart of West Northants Council, we care in so many ways; seen and unseen, helping our colleagues and community to thrive.
 - **Flexibility** is key, we know work-life balance is critical to wellbeing, so we work hard to make sure our benefits package promotes and improves wellbeing; from annual leave, sick pay, family leave and flexible working, financial security offered by a local government pension scheme and life assurance, and discount schemes which make a difference to your day-to-day life, through to employee helplines offering free legal, health, financial and wellbeing advice and support.
- We want you to have balance and be happy.



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