

Traffic & Network Administrator

Grade 5

About the Service

The Traffic & Network Management Unit are responsible for the coordination and protection of the County's public highways network, this is a Statutory function that all Highway Authorities are required to undertake.

Duties include coordination of major project work, assessing applications for road works and streetworks taking place on the public highway from internal teams, private contractors and Utility companies, assessing applications for skips, scaffolds, and connections into existing utility assets. Other functions that help support the Network Management duty include managing and overseeing the on-street parking enforcement arrangement with Stoke City Council, regulatory services, such as delivering permanent and temporary Traffic Regulation Orders on behalf of third-party developers and internal teams and managing the administration of the Stafford town centre Staff Parking scheme.

All of the above ensures that we help protect the public highway asset and minimise and mitigate against delays on the highway network to allow traffic to flow as much as possible.

Reporting Relationships

Responsible to: Traffic & Network Coordination Manager

Responsible for: N/A

Key Accountabilities:

1. Administrative assistance in the delivery of Temporary and Permanent Traffic Regulation Orders (TROs) & Speed Limit Orders, including the processing of statutory procedures in line with national or local regulations, guidance and protocols to improve the efficiency and safety of the highway network.

Assist by sense checking to ensure that processes and procedures (including any Schemes of Delegation) relating to Traffic Regulation Orders are applied consistently following assessment by the Traffic & Network Officers.

2. Handling the receipt, registration, validation and assessment of highway consents via the appropriate highway legislation (e.g. Highways Act (HA), New Roads and Street Works Act (NRSWA), Traffic Management Act (TMA) etc.), including the issuing of the necessary permits/notices thereby generated and process payments in line with applications received as required.
3. Contribute to the delivery of a high quality, professional and courteous customer service and investigate, liaise and respond to enquiries and/or complaints from members of the public and/or other internal and external parties expeditiously and record actions as appropriate.
4. Administration of financial charges, orders, invoices and receipt of payments and support to the collation of reports, retrieval of overdue monies and monitoring of budgets, in line with the County Council's Financial Regulations and approved budgetary provision.
5. Support the operation of Civil Parking Enforcement across the County including involvement with District Councils and other stakeholders and including the delivery, control and management of on-street and off-street parking provision (Residents Parking Schemes, charging regimes etc.)
6. To input, extract, maintain and appropriately disseminate accurate information from the various systems, records and databases held by the units or from other internal and external sources as appropriate and apply judgment and discretion as necessary when carrying out all of the unit's administrative functions, in line with the Units' policies, to ensure the efficient operation of systems and procedures.
7. Responsible for updating and making amendments to websites and other social media in consultation with the Communications team.
8. To provide computerised/Geographic Information System (GIS) information management support to the Business Units when required and contribute to the development, improvement, refinement and maintenance of

Information & Communications Technology (ICT) systems and associated procedures including those that interface with the public, Staffordshire Highways, external utility companies and contractors, and any other highway stakeholders.

9. Communicate consistently and effectively with utility companies and other organisations working on, or affecting the highway regarding permit refusals, permit directions and variations.
10. To manage performance in respect of those elements of the highway service for which the post-holder is responsible, assist in the performance of the Unit against the Unit/Team Plans, national targets, Service Level Agreement (SLA) objectives.
11. Supporting the Traffic and Network Management team & Inspections Team through the use of appropriate Traffic Regulation in ensuring that the whole Council and external stakeholders are advised of and comply with the Network Management Duty under the Traffic Management Act (TMA) 2004 and ensure effective management of the network.
12. Provide support and act as a mentor to other members of the team to enable them to deliver an efficient and effective service.
13. To undertake such other duties as may be allocated from time to time in accordance with the general nature and grading of the post and the operational needs of the department as a whole.

There may a requirement to attend industry and site meetings in person to assist in the application assessment process on occasion as well as working outside normal working hours as and when required by the management team.

Person Specification

Qualifications/Professional membership

- GCSE or equivalent
- Hold or be willing to train to acquire required accreditation – LANTRA 12D (M7) as a minimum

Knowledge and Experience

- Effective experience of working in a customer service and administrative environment
- Experience in dealing with licences and permits
- Working knowledge of Microsoft O365 to include Word, Outlook, Excel, Teams and SharePoint
- Understanding of the responsibilities of a highway authority
- Familiarity with online finance portals and / or payment systems
- Working knowledge of financial processing, including invoicing

Skills

- Attention to detail and effective personal organisation skills
- Effective written and verbal communication skills
- Numerical skills
- Analytical with the ability to interrogate data and make recommendations
- Ability to manage and prioritise workload
- Effective interpersonal skills and able to interact effectively with a variety of people

This post is designated as a Casual Car user

The content of this Job Description and Person Specification will be reviewed on a regular basis.