

WOLVERHAMPTON CITY COUNCIL

JOB DESCRIPTION

<u>Post Designation:</u>	TECHNICAL SPECIALIST – HIGHWAY PERFORMANCE
<u>Directorate:</u>	City Environment
<u>Service Group:</u>	Highway Network Management
<u>Division:</u>	City Transportation
<u>Responsible to:</u>	Service Manager
<u>Salary Grade:</u>	Grade 4

Job Purpose and Role

To assist in the provision a single point of contact to manage and respond to enquiries/complaints from statutory bodies, members, and customers, including liaison with internal departments within the Network Management Service Area to provide timely and accurate responses. To assist on the development of new system(s) to provide relevant and up to date service area programmes and information, compiling and managing the update of programmes and information on relevant webpages and internal systems to ensure accurate information is available to the public in regard to the service. To support the development of a performance monitoring framework to support improved service standards.

Principal Duties and Responsibilities

1. To assist in the coordination and answering of enquiries/complaints from statutory bodies, members, and customers in relation to any service that falls under Network Management, providing a singular point of contact for all enquiries within the service area and enabling timely and accurate responses.
2. Involvement in the development and maintaining of internal systems to provide relevant and up to date service area programmes and information
3. Assist in the compiling and managing updates on programmes and information on relevant webpages and/or internal systems in relation to Network Management to support the development of a performance monitoring framework and associated dashboards to monitor and report on service standards.
4. Providing support to and deputising for the Highway Performance Coordinator as and when required.
5. Under the general direction of the Service Manager to assume responsibility for the management of the Service including the effective discharge of its employee, financial, strategic and management functions and operational co-ordination.
6. To prepare and present correspondence, reports, notices, letters and legal evidence to effectively execute the functions of the Service and where necessary representation on behalf of the Council in respect of subsequent legal proceedings or other actions.
7. The post-holder will be required to undertake duties based on the needs of the service outside normal office hours as directed by the Head of Service, and in accordance with the agreed working

pattern for the post and the council's Conditions of Service

8. To provide advice and support on the suitable project/ service delivery and procurement/ commissioning options to ensure that programming targets, budget constraints and sustainability objectives are met.

9. To attend and represent the Council at Magistrates Court, public inquiries, appeals and panels as appropriate.

10. To ensure that the disciplines of service improvement, value management and value engineering are fully as service delivery objectives.

11. To work with colleagues from across the Black Country, the West Midlands, and other partners/ stakeholders to support collective economic growth and regeneration priorities through facilitating an efficient and effective highways and transportation network across the region.

12. To collaborate and liaise with staff across the City Council, external bodies, and agencies (statutory and non-statutory) to ensure the competent management and execution of the Council's business.

13. To ensure delivery of the Service's function in accordance with the Council's corporate, legal, financial, human resources and professional management standards, corporate priorities, and policies, ensuring that the Council's Constitution is complied with in all respects.

14. To ensure the service is delivered in a cost-effective way and that budgets are managed to support the economic, environmental and regeneration aspirations of the City Council.

15. To ensure the effective delivery of the service in accordance with legal requirements, statutory guidance, and codes of practice.

16. To facilitate the Service's contribution to development of the Learning and Development Plan and to ensure its effective delivery.

17. To assist in delivering an excellent Transportation Service and be committed to continuous improvement through the development of service plans which meet the strategic objectives of the Council along with regional transportation objectives.

18. Prepare and present reports to senior management, Cabinet, Scrutiny, other Committees of the Council, the Integrated Transport Authority and to other organisations and customers of the service as may be required.

19. To represent the Council at public meetings and Cabinet/Committee/Scrutiny meetings as required.

20. To undertake the annual Highway Fees and Charges review and to assist the Service Manager in the financial management of the service.

21. To ensure those enquiries and complaints from Elected Members and the public are dealt with expeditiously and politely, in accordance with the Council's customer care policy.

22. To act in accordance with the Council's Constitution and other Codes of Conduct.

23. To participate in staff development, appraisal, and training as appropriate, including continuous professional development.

24. To prepare correspondence, reports, notices, letters, and legal evidence to effectively execute the functions of the Service and where necessary representation on behalf of the Council in respect

of subsequent legal proceedings or other actions.

25. To undertake any other tasks, duties, and responsibilities as directed and appropriate to the grade and role of the post subject to any reasonable adjustments under the Disability Discrimination Act 1995 as incorporated into the Equality Act 2010.

26. To comply with the Council's Equalities, Crime and Disorder and Health and Safety policies.

27. To support the Council's commitment to crime reduction and community safety.

28. To support the delivery of the City Strategy and Alcohol Strategy and other citywide priorities.

29. To participate in the wider development of the service and contribute to service improvement as required.

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PERSONNEL SPECIFICATION

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FACTORS	ESSENTIAL	DESIRABLE	HOW IDENTIFIED
QUALIFICATIONS	<ul style="list-style-type: none"> ▪ 5 GCSE's to include Maths, English and a Science at grade 5 or above/ NVQ level 2 or equivalent in a related subject or some demonstrable experience in the area 	<ul style="list-style-type: none"> ▪ Membership of an appropriate professional institution (I.Eng level). 	<ul style="list-style-type: none"> ▪ Production of Certificates
TRAINING	<ul style="list-style-type: none"> ▪ Relevant technical training ▪ Willingness to undertake and successfully complete relevant training e.g. Customer care, Health and safety, Risk Assessment. 	<ul style="list-style-type: none"> ▪ Record of CPD 	<ul style="list-style-type: none"> ▪ Application form ▪ Performance at interview
EXPERIENCE	<ul style="list-style-type: none"> ▪ A demonstrable knowledge of appropriate techniques and practices related to the field. ▪ Experience of dealing directly with enquiries and complaints from statutory bodies, members, and customers. 	<ul style="list-style-type: none"> ▪ Relevant and appropriate experience in a customer related field. ▪ Experience of working in a Partnering context with internal and external bodies. ▪ 	<ul style="list-style-type: none"> ▪ Application form ▪ Performance at interview
SPECIAL KNOWLEDGE/ SKILLS	<ul style="list-style-type: none"> ▪ Ability to communicate effectively, orally and in writing and to deal efficiently and effectively with statutory bodies, members of the public, Councillors and Contractors. ▪ Working knowledge of Microsoft Office software. 		<ul style="list-style-type: none"> ▪ Application form ▪ Performance at interview

	<ul style="list-style-type: none"> ▪ Knowledge of computer applications & systems. 		
PERSONAL QUALITIES	<ul style="list-style-type: none"> ▪ Ability to work well with others and to establish good working relationships with other officers and relevant organisations. ▪ Ability to manage completing workloads and meet tight deadlines. ▪ Ability to deal politely and effectively with customers and statutory bodies. 	<ul style="list-style-type: none"> ▪ Ability to contribute to innovations and initiatives to improve service delivery. 	<ul style="list-style-type: none"> ▪ References ▪ Performance at interview
INTEREST AND MOTIVATION RELEVANT TO THE JOB	<ul style="list-style-type: none"> ▪ Self-motivated, able to work with minimum of supervision. ▪ Display a keen interest in the work with a desire to progress his/her career. 		<ul style="list-style-type: none"> ▪ Application form ▪ Performance at interview
COMMITMENT	<ul style="list-style-type: none"> • To achieve specific objectives and targets. • Providing customers with a quality service. 		<ul style="list-style-type: none"> • Track record • Application Form • Interview