

Job Description

Highway Regulation Officer – Highway Regulation

Service:	Highways	Team:	Highway Regulation Team
Location:	Countywide		
Salary range:	£25,481 - £29,577	Grade:	7
Reports to:	Highway Regulation Team Leader	Staff responsible for:	3 direct reports

Job Purpose

The purpose of the post is to supervise a team tasked with regulating and managing works and activities taking place on or affecting Lancashire's highway network. As the line manager you will have day to day responsibility for ensuring the team are carrying out its functions and operating effectively and efficiently in line with processes, procedures, regulations, and statutory guidance.

The Highway Regulation team is responsible for ensuring Lancashire County Council meets its obligations under the New Roads and Street Works Act, Traffic Management Act and Lancashire Permit Scheme. The team also has responsibility for a range of additional functions as part of managing and regulating the highway network. This includes the licencing and permitting of skips, scaffolding & hoarding; managing and co-ordinating occupancy of the highway for events, highway works and highway development schemes. The team is also responsible for the processing of associated road closures (Temporary Traffic Regulation Orders) that works/events can create and also the county council's highway sponsorship scheme.

As the Highway Regulation Officer you will be responsible for ensuring that all activity relating to street works in Lancashire, including liaison and negotiating with utility companies and third parties and internal Lancashire County Council departments is coordinated and complying with all relevant regulations, codes of practice and guidance.

The post requires knowledge of the relevant legislation and street works permits schemes.

The candidate will be able to demonstrate good communication, organisational skills. You will also need to work closely with external stakeholders, including utilities and other external companies/councils to ensure that the network is managed correctly.

You will be expected to challenge and support the utilities, event organisers and developers in their works that effect the highway.

The post is a permanent full time position (37 hours per week) based at Cuerden offices, Bamber Bridge, Preston, however, the successful candidate must be flexible and able to work agilely as the role requires as there may be an expectation to work from a range of locations if needed. The role is not solely office based and the post holder may be required to attend site meetings and work flexibly as the Highway regulation function is a 7 day a week operation. This post therefore is designated as an essential car user role. The candidate will therefore need to have access to a

vehicle insured for business use. You may also be required to drive a Lancashire county council vehicle and therefore need a full driving licence.

Accountabilities/Responsibilities

Ability to organise, prioritise and manage workloads and time to coordinate any activities on the highway.

Providing or facilitating responses to customer complaints, enquiries, and freedom of information requests. This will include communicating directly with customers, electing members, managers, and external stakeholders in format that is appropriate to the audience.

Working with utilities, internal works promoters, contractors, developers, event's organisers and skip and scaffold companies to ensure compliance of highway regulation requirements including coordinating works and activities, minimising disruption, and protecting the highways asset.

Ensure that the council have a comprehensive inspection regime for works and activity occurring on the network. The role will also define the inspection regime and associated targets and ensure that they are achieved by the service.

Ensure that the council have a comprehensive set of procedures in place for managing the processing of permits and licences. This will include monitoring and reporting as required.

The post will be responsible for the implementation and management of the Temporary Traffic Regulation Order process.

Other

- **Equal Opportunities**

We are committed to achieving equal opportunities in the way we deliver services to the community and in our employment arrangements. We expect all employees to understand and promote this policy in their work.

- **Health and safety**

All employees have a responsibility for their own health and safety and that of others when carrying out their duties and must help us to apply our general statement of health and safety policy.

- **Customer Focused**

We put our customers' needs and expectations at the heart of all that we do. We expect our employees to have a full understanding of those needs and expectations so that we can provide high quality, appropriate services at all times.

Our Values

We expect all our employees to demonstrate and promote our values:

- **Supportive**

We are supportive of our customers and colleagues, recognising their contributions and making the best of their strengths to enable our communities to flourish.

- **Innovative**

We deliver the best services we possibly can, always looking for creative ways to do things better, putting the customer at the heart of our thinking, and being ambitious and focused on how we can deliver the best services now and in the future.

- **Respectful**

We treat colleagues, customers and partners with respect, listening to their views, empathising and valuing their diverse needs and perspectives, to be fair, open and honest in all that we do.

- **Collaborative**

We listen to, engage with, learn from and work with colleagues, partners and customers to help achieve the best outcomes for everyone.

Person Specification *Team Leader – Highway Regulation*

All the following requirements are essential unless otherwise indicated by *

Your ability to meet the job requirements will initially be assessed by the information provided on your application but further assessment will be undertaken at interview and, in some cases, by using other types of assessment(s).

Qualifications
Minimum 4 GCSEs including Maths and English or equivalent
Experience
<p>Experience of working in an environment where you are expected to be able to influence others behaviour through effective relationship building.</p> <p>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.</p> <p>Experience of training and mentoring other staff.</p> <p>Experience of working within a highway regulation/network management discipline.</p> <p>Experience of interpreting and applying legislation and regulation and working with a range of stakeholders to ensure that issues and conflicts are resolved.</p>
Essential knowledge, skills & abilities
<p>Knowledge of working in a Political and customer focused environment</p> <p>A knowledge of relevant highway and street works related legislation</p> <p>Knowledge of the TTRO legislative requirements*</p> <p>Knowledge of undertaking highway enforcement action related to the service*</p> <p>Ability to challenge poor performance and encourage improvements in behaviour individually or organisationally.</p> <p>Ability to effectively prioritise / manage workloads and deliver to timescales.</p> <p>Ability to motivate and lead an established team</p> <p>Excellent communication and negotiation skills.</p>
Other essential requirements

Commitment to equality and diversity.

Commitment to health and safety.

Always display the LCC values and behaviours and actively promote them in others.

This is an essential car user post

You will be required to provide a car for use in connection with the duties of this post and must be insured for business use. In certain circumstances consideration may be given to applicants who, because of a disability, are unable to drive. You may also be required to drive council vehicles as part of the role.