

Job Description

Permit Officer (Technical Support Officer)

Service:	Lancashire Highways Service	Team:	Highway Regulation Team
Location:	Countywide		
Salary range:	£19,698 - £21,748	Grade:	5
Reports to:	Michael White	Staff responsible for:	0

Job Purpose

Lancashire County Council's Highway Regulation Team have a vacancy for a Permit Officer to assist in the operation of the Lancashire Permit Scheme for Road Works and Street Works. The Permit Scheme plays a vital role in co-ordinating and controlling works and other activities on the highway network with the aim of minimising disruption and delays to highway users.

The team is responsible for the permitting, licensing and regulation of all temporary activity across the County. With a strong focus on the efficient programming and effective delivery of Street Work and Road work, events, skips, scaffold and other activities programming and co-ordinating schemes delivering high quality works effectively and efficiently.

The post is a permanent full time position (37 hours per week) based at our highway offices in Bamber Bridge or County Hall, Preston or working from home. The team operates on a 5 over 7 working week so working weekends on a rota basis is required. The working hours are 8:30am to 4:30pm.

The role will cover the whole of the County.

Accountabilities/Responsibilities

Reporting to the Grade 7 Senior Permit Officers, you will form part of a team that has overall responsibility for co-ordinating and regulating works and other activities on the highway network.

This role will focus primarily on delivering the requirements of the Lancashire Permit Scheme with the aim of minimising disruption and delays to highway users.

Provide advice and guidance to internal/external customers, Liaising with technical/professional personnel and disseminating recommendations about a course of action appropriate to the situation.

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

Permit officer (Technical Support Officer)

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
<ul style="list-style-type: none"> • GCSE in Maths and English or equivalent.* • Business administration or construction qualification*
Experience
<ul style="list-style-type: none"> • Have working experience of using Oracle Financials and Symology*. • To be able to plan, co-ordinate, monitor the street works activity of public utility companies • It is essential that you have experience of delivering excellent customer service. • It is essential that you have excellent numeracy, literacy and communication skills. • To ensure that all street work related activities are planned, processed and carried out in accordance with regulations • Ability to work to set goals and objectives and work on own and as part of a team. • To be able to work within the boundaries of a strict legal framework • Ability to liaise and negotiate with the work promoters to assist the street authority in meeting its Network Management Duty • To provide detailed technical support to the Highway Regulation Team and Inspection teams in carrying out all the requirements of the New Roads and Street Works Act 1991, Traffic Management Act 2004 and the Lancashire Permit Scheme.
Essential knowledge, skills & abilities
<ul style="list-style-type: none"> • Experience of administration and/or construction • Ability to work to set goals and objectives • Ability to work on own and as part of a team • Effective written and oral communication skills

- Proficiency in computer based applications.

Other essential requirements

- Commitment to equality and diversity.
- Must be able and willing to work from home, this will include access to a home broadband connection.
- Commitment to health and safety.
- Display the LCC values and behaviours at all times and actively promote them in others.