Grading
Job Description and Employee Specification

Job title: Road Safety and Active Travel Assistant	**Service area**: Communities
Post number: OPA11O86	**Division:** Resilience, Environment & Operations
Grade: 4	**Section/team:** Highways Traffic Safety Team

Overall purpose of job:

The delivery of practical road training schemes and supporting the implementation of the Council's road safety and active travel education, training and publicity programmes, and the School Crossing Patrol service.

Post holders will be expected to be flexible in undertaking the duties and responsibilities attached to their post and may be asked to perform other duties, which reasonably correspond to the general character of the post and are commensurate with its level of responsibility.

Main responsibilities:

1. In conjunction with the Road Safety and Active Travel Officer, deliver the practical pedestrian skills scheme, including training and supporting instructors in order that sufficient instructors are available to enable the achievement of the Council's annual training targets to an appropriately high and consistent standard.
2. Provide assistance in the delivery of road safety and active travel education schemes and publicity programmes to enable the Council to deliver an effective service. Monitor 'Bikeability' training against agreed standards to ensure quality of delivery.
3. Encourage schools to develop and maintain school travel plans and in conjunction with the Road Safety and Active Travel Officer provide information, guidance and support in the development of individual plans.
4. Encourage and support the take up of road safety and active travel education and training schemes by building working relationships with schools and individual staff.
5. Prepare materials and equipment from the road safety stores and deliver to relevant locations, monitor stock levels in the road safety stores and re-order replacement stock within pre-set budgetary limits in order that safety training is not compromised by non-availability of equipment at any time.
6. Support the Road Safety and Active Travel Officer in assessing and evaluating the effectiveness and quality of road safety and active travel schemes that are delivered or being developed in North Lincolnshire.
7. Check, collate and process data and to input same to computerised management systems, for example training/education statistics, 'Bikeability' data, orders and invoices, income/expenditure monitoring. Produce information on request from those systems using pre-determined command structures so that the team can respond appropriately to enquiries, claims etc.

8. Provide technical support to other officers from time to time outside your own specific functional area on other aspects of the Highways Traffic Safety Team's work so that these functions are processed efficiently and effectively and the Council fulfils its obligations. The holder of this post will be required to assist with the management and administration of the School Crossing Patrol service at times.
9. Occasionally undertake "reception duties", including recording incoming calls on a range of complex traffic and road safety issues. Provide information on routine matters as directed by the line manager or pass enquiries on to other officers as appropriate after assessing and prioritising non-urgent issues.
10. Provide a range of clerical duties to support the Highways Traffic Safety Team (and the wider Highways teams), including maintaining financial and other records, photocopying, document distribution, arranging and documenting meetings, work related to highway related emergencies, including winter maintenance.
11. Ensure compliance with relevant health and safety legislation in all aspects of work undertaken so that your own safety, and the safety of working colleagues and occasional visitors, is safeguarded so far as is reasonably practical.

Knowledge, skills and experience:

- Experience of administrative support systems.
- Ability to successfully complete the Road Safety GB Practitioner Foundation Course and other appropriate training courses.
- Ability to prioritise a varied workload and work to tight deadlines.
- Good written and verbal communication skills.
- Confidence and ability to engage groups of people including children.
- Customer care skills that include a courteous and sympathetic manner, empathy, tact and diplomacy and assertiveness.
- Competent IT skills, particularly in the use of MS Office.

Creativity and innovation:

- Creativity in being able to change and adapt the delivery of road safety and active travel education and training to keep messages fresh and engaging.
- Provide appropriate guidance and advice to volunteer pedestrian skills instructors to help them find solutions to varying problems encountered during practical training schemes.
- Provide appropriate guidance and advice to schools in finding solutions to problems regarding children during training schemes.
- Persuasion to encourage schools to take up road safety schemes and school travel plans.
- Interpretation of guidelines and procedures during training schemes to achieve consistency.
- Application of original thought and new ideas is necessary in order to make training interesting and stimulating for participants so that best results are achieved.
- Develop spreadsheets and other IT systems to monitor and maintain an accurate record of stock levels of road safety materials and equipment.

- Dealing with various enquiries from members of the public, finding solutions to road safety matters.
- Dealing with enquiries from parents regarding children and road safety and active travel training schemes and taking the opportunity during these contacts to reinforce road safety messages.

Contacts and relationships:

- Road Safety and Active Travel Officer/Line Manager – communicates daily in relation to progressing workload.
- School Staff – several times a week to discuss and arrange road safety training and interventions.
- Partner organisations – including:
- Bikeability provider (monthly to discuss training numbers and other training issues).
- Good Egg Safety (two or three times a year regarding in-car and other safety information).
- Antenatal Service (monthly regarding in-car safety advice).
- Other local authorities (monthly regarding sales of road safety/active travel materials and other road safety work).
- Highway Traffic Safety Manager and team members – daily to progress and maintain work.
- Other members of North Lincolnshire Council Staff (monthly regarding road safety and active travel issues).

Decision making:

- Managing own workload within parameters set by the line manager. Involves, for example, reprogramming work schedules to take account of delays or disruptions.
- Responds to routine enquiries in respect of the functional area, mainly from schools and volunteer instructors requiring information and guidance.
- Decides on stock replacement within pre-set budgetary constraints.
- Provides advice within approved guidelines, during road safety and active travel training sessions. Decisions on the advice to be provided have a significant impact on the effectiveness and quality of road safety training provided.

Responsibility for resources:

- The post is jointly responsible with the other Road Safety and Active Travel Assistant for the packaging, loading into vehicles, transporting and delivery of road safety and active travel materials, advice leaflets, road safety training equipment, high visibility clothing and information packs. This will happen several times a week at certain times of the year. Value will generally be under £200.
- Sole responsibility for own laptop (value approx. £650).
- Postholder can be out of the office for up to 90% of the time every day during certain periods of the year, particularly during the summer term.

WORK ENVIRONMENT

Physical demands:

- Normal physical demands.

Working conditions:

This post includes working in the following areas:

- Office/Home
- Schools
- Highway – carrying out pedestrian skills training and other activities in a live traffic environment.
- Stores – sorting and packing road safety and active travel education and training materials
- Work outside at schools, on the highway and in other locations can be carried out in cold, wet and windy conditions.

Work context:

Potential personal risks:

- Risk of confrontation from members of the public. Whilst in the office support of colleagues can be called on but not always when out of the office.
- Risk of injury from other vehicles whilst working on the highway delivering road safety training schemes.
- Risk of injury from lifting materials/equipment.

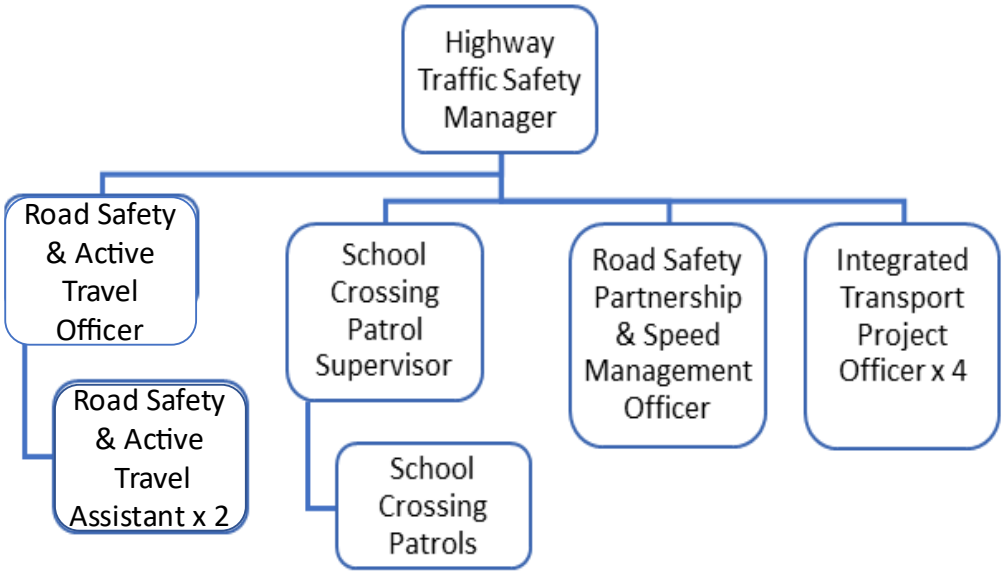
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Position in organisation:

Indicate how many staff the post is directly accountable for: 0

Are posts in more than one location? Yes ☐ No ☐
Is this at the same site? Are the posts managed highly mobile?
Is the supervision/management shared with another post in the structure? Yes ☐ No ☐

Please indicate which post(s) _____



Version Control	
Date evaluated	
Date updated	7.12.22
Updated by (manager name)	Richard Hall
Checked by (HR name)	Jo Parker

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ESSENTIAL CRITERIA	ASSESSED THROUGH:
Knowledge, Skills and Experience	**Application form (followed up at interview)**
• Experience of administrative support systems and customer care principles • Ability to prioritise a varied workload and work to tight deadlines • Good written and verbal communication skills • Ability to address groups of people including children • Customer care skills that include a courteous and sympathetic manner, empathy, tact, diplomacy and assertiveness • Competent IT skills, particularly in the use of MS Office • Flexible and adaptable to work to tight deadlines	
Knowledge, Skills and Experience	**Interview**
• Essential criteria in the above box assessed on the application form and then followed up at interview	
Education, Training and Qualifications	**Original documents**
• Ability to successfully complete the Road Safety GB Practitioner Foundation qualification and other appropriate training courses	
Working Arrangements	**Application form (followed up at interview)**
• Flexible approach to working hours • Working outdoors delivering road safety training courses • Ability to transport yourself around the NLC area in a timely manner	

DESIRABLE CRITERIA	ASSESSED THROUGH:
Knowledge, Skills and Experience	**Application form (follow up at interview)**
• Knowledge of the national curriculum and school system • Understanding of the main road safety and active travel issues in the U.K. • Use of the council's financial management system	
Knowledge, Skills and Experience	**Interview**
• N/A	
Education, Training and Qualifications	**Original documents**
• N/A	

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Working Arrangements	Interview
• N/A	

THE POST IS SUBJECT TO:	
Disclosure of convictions under the Rehabilitation of Offenders (Exemption) Act 1974	
Yes ☐	**No** ■
Political restriction	
Yes ☐	**No** ■
The ability to speak fluent English under the Immigration Act 2016	
Yes ■	**No** ☐