Grading
Job Description and Employee Specification

Job title: Network Officer	**Service area:** Communities
Post number: OPAI1069	**Division:** Assets and Development
Grade: 7	**Section/team:** Highways

Overall purpose of job:

Serve the community and take pride in the area by being a single point of contact for the community in respect of highways, ground maintenance and street cleaning services to ensure their compliance with relevant legislation, codes of practice, specifications. The Network Officer's role is to understand and anticipate the needs of the community, making sure the appropriate resources and support provided is monitored and reviewed, whilst also fulfilling the role as a conduit to other council providers.

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:

To inspect the work of statutory undertakers (specifically in accordance with the requirements of the New Roads and Street Works Act), contractors and any other person working in or using the network and to advise or instruct them as necessary or the like so that the safety of highway users is not compromised and the existing structural integrity of the highway is safeguarded and maintained.

Act as the first point of contact for all local/ward based issues relating to highways, grounds maintenance and street cleansing including the winter service.

Actively promote effective relationships with Town/Parish Council Officers and other agencies including local community police officers, environment agency etc.

Inspect and monitor highways, grounds maintenance and street cleaning and proactively deal with any matters that are noted/ seen during the course of normal duties to ensure that any remedial actions are expedited and to recommend improvements to improve customer satisfaction.

Interrogate and analyse New Roads & Street Works Act records, identify examples of non-compliance and pursue irregularities with the statutory undertakers and to assist the Network Team Leader in delivering the Council's duties under the Traffic Management Act including the monitoring of permit schemes and other measures as introduced by legislation.

Ensure services are provided to the highest possible standards with the resources that are available and use performance management techniques to deliver continuous improvement.

Provide courteous, professional and technical responses to written and verbal enquiries from a range of individuals and organisations, some of which may be contentious or challenging, so that the Council fulfils its public service obligations and commitments. Also to assist from time to time in other functional areas within the team.

Establish and maintain networks of contacts, undertaking day to day liaison with stakeholders including the operation services staff, statutory undertakers and contractors to ensure that network is effectively and safely managed.

Maintain accurate records of all works, responses to incidents in order that the authority can make such records available in any future insurance or litigious situations.

Review compliance with all relevant legislation, including health and safety.

Attendance in court of law to provide evidence on behalf of the authority in relation to third-party insurance claims on a ad-hoc basis, as and when required.

Perform Winter Service and other emergency duties to ensure that the authority fulfils its stated objectives in respect of these functions.

Participate in Town/Parish council meetings.

Knowledge, skills and experience:

Practical/professional industry knowledge and experience in highways and/or Grounds Maintenance improvements.
Experience and ability to work in a multi-functional environment.
Ability to plan and programme works and improve service delivery at point of contact.
Knowledge of the New Roads and Street Works Act.
Knowledge of the Safety at Street Works and Road Works and Chapter 8 of the Traffic Signs Manual.
Ability to use the CONFIRM software system.
IT literate: use of other appropriate information technology and communication systems.
Good communication skills- ability to deal effectively with operatives, Elected Members, general public, community groups, volunteer groups and other stakeholders on all highways and grounds maintenance improvement issues. The ability to provide briefings and presentations.
Literacy and numeracy skills for completing paperwork and raising works orders etc.
Capable of problem solving – customer enquiries, programming issues etc.
Knowledge of the Health and Safety at Work Act.
Ability to understand and work within Local Government procedures.
Ability to interpret written instructions, plans and schematic drawings.
Ability to complete records accurately.
Ability to deal with emergency situations – such as weather related incidents.
Customer care skills including the ability to deal with confrontational and aggressive behaviour.
Full UK driver licence, ability to transport oneself around the county in a timely manner.

Creativity and innovation:

Prioritise own workload to achieve deadlines.
Identify practicable, cost effective and innovative solutions to highways, grounds maintenance and street cleaning improvements.
Performance Management techniques, ability to record, monitor and interrogate the data.
Reschedule works programmes where necessary to provide support across the service area as necessary.
Identify practicable, cost effective and innovative solutions to minimising disruption by those working on the highway
The interpretation and application of engineering related regulations, health and safety legislation and council policies and procedures

Contacts and relationships:

Daily contact with Highway Operations and Network Team Leader in providing technical expertise in relation to network issues.
Regular contact with Ward Members, Town/Parish council clerks, Senior Managers, general public, community groups and other volunteer groups, other stakeholders, sub contractors, utility staff on all matters arising including complaints, requests for additional works, advice and solutions to identified problems.
Statutory Undertakers, other organisations/bodies and contractors on a daily basis as and when they seek or have obtained authority to work on the highway.

Occasional contact with emergency services personnel.

Decision making:

Identify and decide on appropriate solutions to highways, grounds maintenance and street cleaning improvement matters.

Recommend the extent of maintenance works, technical standards and value for money criteria.

Take account of priorities and budgetary constraints though liaison with line manager.

Identifying and deciding remedial action for works carried out in the highway, which, do not meet minimum specification standards.

Serving standard notices of highway matters on members of the public, statutory undertakers, businesses or other organisations which commit offences in the highway as and when such offences are identified in order that remedial action is instigated in liaison with line manager.

Responsibility for resources:

Depot security (not a key holder or called out in an emergency)
Mobile telephone, Pocket pc, notebook/ tablet- Value up to £1,500 used away from the base out on site 70% of the time.

WORK ENVIRONMENT

Work demands:

Post holder is required to meet pre-determined deadlines to ensure an effective front line service delivery. These can be subject to change due to the reactive nature of the post in responding to highway and grounds issues and the requirements of the public, Town and Parish Councils, Council Officers, Elected Members and outside bodies.

Physical demands:

Required to traverse rough ground, lifting and carrying equipment whilst undertaking routine inspections within the ward area.

Working conditions:

30% office based.
70% site based (outside) in the Wards.
Will be required to work in adverse weather conditions.
37 hours per week Monday to Sunday.

Work context:

Risk of falls and trips associated with highways, verges, construction sites.
Risk of verbal abuse and aggressive behaviour from outside sources.
Risk of physical attack from outside sources.
Dirt, dust and traffic noise/fumes.
Required to drive around the authority.
Lone working on the network.
Working alongside live traffic.

Grading
Job Description and Employee Specification

Position in organisation:

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

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)
_____

You must provide an organisation chart that shows where the job sits within the structure. This should be a simple diagram but with enough detail to put the job into context, i.e. the post holder may manage different groups of staff undertaking different tasks. The chart must show the job in question, the job to which it reports, those jobs which report alongside it and subordinate posts.

Job Description Version Control	
Date evaluated	
Date updated	
Updated by (manager name)	
Checked by (HR name)	

Grading
Job Description and Employee Specification

ESSENTIAL CRITERIA	ASSESSED THROUGH:
Knowledge, Skills and Experience	**Application form (follow up at interview)**
• Ability to demonstrate community awareness and understanding. • Ability to demonstrate proactive customer care. • Experienced in either Highways or Neighbourhood Service maintenance and network management works.	
Knowledge, Skills and Experience	**Interview**
• Ability to work independently in a multi task environment prioritising work effectively. • Ability to provide clear verbal and written instructions to relevant stakeholders. • Knowledge of relevant Highway Legislation and management of emergency situations.	
Education, Training and Qualifications	**Original documents**
• General awareness of Safety around Street Works legislation including New Roads and Street Works act	
Working Arrangements	**Interview**
• Acceptance that there will be a need to work occasionally outside of the standard 37hr week, for example at community meetings. • Essential that the applicant demonstrates flexibility to transfer workload between wards if and when required.	

DESIRABLE CRITERIA	ASSESSED THROUGH:
Knowledge, Skills and Experience	**Application form (follow up at interview)**
• Experience of attending community forums such as town and Parish councils. • Experience in both the areas of Highways and Neighbourhood Services, particularly around street and works management issues	
Knowledge, Skills and Experience	**Interview**
• Ability to manage projects and if necessary instruct external network users. • Ability to interpret data and present report to wider stakeholders. • To be It literate to remote working competency levels.	
Education, Training and Qualifications	**Original documents**

• Demonstrate Training and Education relating to Traffic Management Legislation specifically Chapter 8 Traffic Signs Manual.

Working Arrangements	Interview
• A positive commitment to weekend and evening working when necessary	

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** ☐

• Version Control	
Author	HR Policy Team
Status	V0.1
Date approved	19 September 2012
Last updated	21 December 2021