

ROYAL BOROUGH OF WINDSOR AND MAIDENHEAD

Job Accountabilities

Job Title: Streetworks Inspection Officer	Job number: WM0440
Directorate: Place	Service Area: Highways Services

JOB PURPOSE

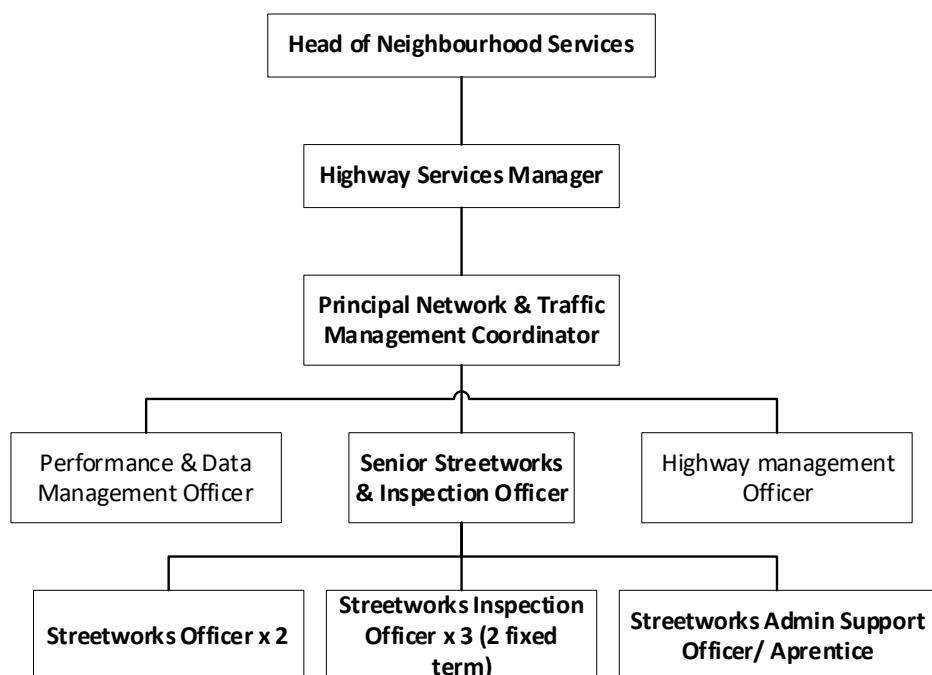
To visit sites to ensure that utility companies and other persons under permit, carry out works on the public highway safely and in accordance with the New Roads and Streetworks Act 1991, Traffic Management Act 2004 and The Royal Borough of Windsor & Maidenhead permit scheme and other relevant legislation and council policy, and or support, including with site visits, the co-ordination of work sites on the highway network and ensure compliance with permit conditions to ensure that the work sites are run professionally.

To assist with the compliance, including with site visits, and administration of the borough's highway licensing function under the Highways Act and other relevant street licensing functions.

To check quality of term contractor work on site including health & safety compliance and report back to the Commissioning team.

To liaise and advise residents on highway related queries, arrange solutions and provide updates.

POSITION WITHIN SERVICE STRUCTURE



JOB ACCOUNTABILITIES

- To ensure compliance with the RBWM permitting scheme through inspections in line with agreed policies and procedures and to take action to remedy breaches effectively through serving of notices and raising of charges.
- To ensure compliance with highway licencing and other streetworks legislation through inspections in line with agreed policies and procedures and to take action to remedy breaches effectively through serving of notices and raising of charges.
- To receive, prioritise and respond to, in liaison with the colleagues, customer and elected member contacts regarding streetworks and highways issues, and to assist with consultations and website updates, to ensure that residents' issues are addressed in a timely manner. This will include meeting residents on site.
- Assist with the collection of income relating to fees & charges for permitting and licensing activities and assist with debt collection.
- Ensure that term contractor works provide good quality and value for money.
- Develop and maintain working relationships with utilities and the council's external service providers to ensure co-ordination of planned maintenance and improvement works and continuous service improvement to deliver improved outcomes for customers.
- Deliver agreed small-scale projects, agreed by the Highways Services Manager
- Assist with the development and delivery of permitting scheme and licensing compliance activities to ensure the safe and efficient operation of the highway network and to support regeneration and development in the borough.
- Actively engage all sections of the community, stakeholders and customers in order to inform and deliver continuous service improvements across the delivery of the Network and Traffic Management function.

Person specification

Key Criteria	Essential	Desirable	How assessed
Qualifications and training	<p>GCSE's Maths. English, Science and Computer Skills + 2 A Levels. Or NVQ Level 3 /ONC in relevant subject or equivalent experience</p>	<p>Knowledge of Street Works software systems NRSWA accredited (supervisory level)</p>	Application
Job Competence summary (knowledge, skills, abilities, experience)	<p>Some experience of delivering Permit scheme compliance, highway asset protection, New Roads and Street Works Act, Highways Act</p> <p>Technical understanding and knowledge Knowledge of Highway Law, Health and safety regulations and codes of good practice, CDM, etc.</p> <p>Experience/knowledge of road and street works monitoring specifically relating to the understanding of reinstatement materials, equipment and their correct use, storage and handling.</p> <p>The ability to work with minimal supervision in a busy office environment whilst prioritising and organising a varying workload.</p> <p>Experience/knowledge in the planning of a street works site relating to signing, lighting, guarding and site safety.</p> <p>Ability to undertake financial duties (such as gathering supporting document for Fixed</p>	<p>Knowledge of Highway Asset Management good practice</p> <p>Knowledge of BD5489 and EN13201, 2002 traffic signs regulations, NRSWA and Health & Safety.</p> <p>Knowledge of the use of Confirm or other asset management software, GIS or similar mapping software.</p> <p>Understanding of permit schemes, noticing and coordination of Streetworks.</p> <p>Experience in a NRSWA / Utility environment.</p> <p>Experience of operating highway management computer software.</p> <p>Experience of highway inspections.</p>	<p>Application/ interview/ assessment</p> <p>Application/ interview</p> <p>Application/ interview/ assessment</p> <p>Application/ interview/ assessment</p> <p>Application/ interview</p> <p>Application/ interview/ assessment</p>

	<p>Penalty Notices, Permit fees, Section 74 Charges and Sample and Defect inspection charges</p> <p>Ability to communicate effectively in both written and verbal form with all levels of people including angry/dissatisfied customers.</p> <p>Computer Literate with knowledge of Permit Scheme application and compliance, New Roads and Street Works Act, Highways Act and Asset Management systems</p> <p>Good problem solving and innovative attitude.</p> <p>The new service model of the council requires changes in our workforce skill set. A stronger focus on leaders being/having: Relationship builders – with all parties, demonstrating understanding Generic skills as well as technical expertise – generic soft skills: communication, organised, quick learner. Knowledge of publicness with an understanding of commerciality – contract management Ability to influence/negotiate culture – fluid and supportive rather than silo-ed and controlling. Collaborative approach to management Reflective, constantly learning and evolving.</p>		
<p>Other requirements (eg unsocial hours working, driving licence, fit to drive Council vehicle etc)</p>	<p>Current driving licence</p>		<p>Application/ interview</p>

<p>This post has been identified as customer facing in accordance with Part 7 of the Immigration Act 2016 and therefore the council's English language fluency standard applies.</p>	<p>The ability to converse at ease with the public, answer questions and provide advice, including the use of specialist terminology relevant to the job role/profession and where necessary for an extended period of time.</p>		<p>The competent answering of interview questions in English.</p>
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