

# ROYAL BOROUGH OF WINDSOR AND MAIDENHEAD

## Job Accountabilities

<b>Job Title:</b> Senior Streetworks and Inspection Officer	<b>Job number:</b> WM0587
<b>Service Area:</b> Place – Neighbourhood Services	<b>Team:</b> Highway Services

### JOB PURPOSE

To coordinate and supervise streetworks officers and streetworks inspectors 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.

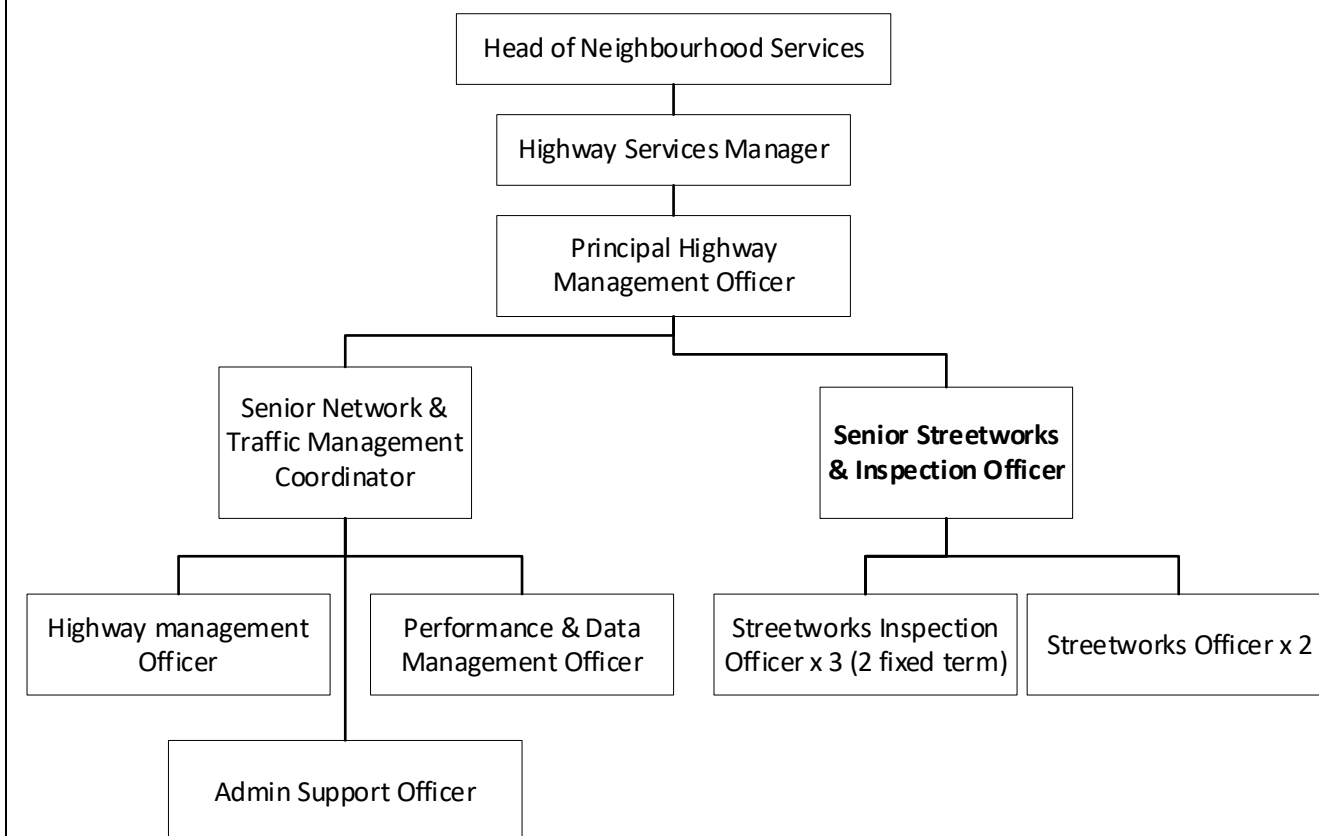
To coordinate and supervise streetworks officers and streetworks inspectors to assist with the compliance, including with site visits, and administration of the borough's Highway Licensing function under the Highways Act and other relevant street licensing functions. This will include close liaison with District Enforcement Ltd who deliver Highway and Environmental enforcement services for RBWM.

To check quality and delivery of delivery partners services including on site monitoring including performance to service standards, Health & Safety compliance and apply measures where necessary to resolve issues.

To liaise and advise residents and councillors on streetworks and licencing queries, arrange solutions and provide updates. This will include developing permanent solutions to improve services and monitoring of benefits.

To identify, develop, deliver and implement, initiatives and projects from an overall programme of £10m revenue and £3m - £10m capital across a range of services and policy areas, in accordance with the Council's approved programme, policies and budgets and legal requirements.

## POSITION WITHIN SERVICE STRUCTURE



## JOB ACCOUNTABILITIES

### Service delivery accountabilities

- To supervise streetworks officers and streetworks inspectors and 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 supervise streetworks officers and streetworks inspectors and 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 Principal Officers, customer and Member contacts regarding Streetworks 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. This will include escalated complaints which need to follow the Council's adopted policy.
- Assist with the collection of income relating to fees & charges for Permitting and licencing activities and assist with debt collection.
- Ensure that contractors provide good quality and value for money. Monitor and take action to resolve operational issues.
- 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.
- Plan, resource and deliver agreed small to medium scale projects, agreed by the Client Commissioning team. Manage key milestones and budgets. Prepare any necessary reports for approval and monitoring.
- Assist with the development and delivery of Permitting scheme and licencing 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

Streetworks and Network Management function.

- To support improvements in the service, create efficiency savings, and improve service outcomes for customers. Work to ensure that key customer satisfaction levels and resident surveys are improved.
- Performance management and monitoring of Streetworks, including KPIs, to ensure that the services are delivered efficiently and cost-effectively to residents and income targets met.
- Assist in planning and implementing the strategies for Highway services. To include developing inventory, approved works programmes, and interpreting government requirements and Borough policies.
- Assist in planning, preparation and implementation for Civic, State and Ceremonial events to ensure minimal disruption to the highway network, including representing the council at meetings with other outside organisations and stakeholders.

**Standard accountabilities/responsibilities that apply to all council staff or specific groups are set out in the Employee Handbook; these include:**

- Corporate management
- Information governance compliance
- Whistleblowing
- General Safeguarding Statement
- Project and work management
- Working in a team
- Risk management including Health & Safety
- Business continuity
- Equality of Opportunity
- Our corporate Values
- Budget management
- Specific responsibilities for managers.

Local operating procedures and specific activities/tasks will be supplied by the service.

Person specification

Key Criteria	Essential	Desirable	How assessed
Qualifications and training	GCSE's Maths. English, Science and Computer Skills + 2 A Levels. Or NVQ Level 3 /ONC in relevant subject or equivalent experience	Knowledge of Street Works software systems  NRSWA accredited (supervisory level)  Membership of a relevant professional organisation.	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.</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 Penalty Notices, Permit fees, Section 74 Charges and Sample</p>	<p>Knowledge of Highway Asset Management good practice</p> <p>Knowledge of BD5489 and EN13201, 2002 traffic signs regulations, NRSWA and Health &amp; 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>Experience of supervising/ managing staff</p> <p>Knowledge of the use of Confirm or other asset management software, GIS or similar mapping software.</p> <p>Ability to manage project groups, consultants and</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>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>Knowledge of council contracts/ infrastructure services and managing performance, to include several of the following:</p> <ul style="list-style-type: none"> <li>• Highways</li> <li>• Parking</li> <li>• Enforcement</li> </ul>	<p>contractors in accordance with project management principles.</p>	<p>Application/ interview/ assessment</p>
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	<ul style="list-style-type: none"> <li>• Waste</li> <li>• Ground Maintenance</li> </ul> <p>Political awareness and sensitivity.</p>		
Other requirements (e.g., unsocial hours working, driving licence, fit to drive Council vehicle etc)	Current driving licence		Application/ interview
Politically restricted post  No			
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.	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.		The competent answering of interview questions in English.