

**DARLINGTON BOROUGH COUNCIL**  
**ECONOMIC GROWTH AND NEIGHBOURHOOD SERVICES**

**JOB DESCRIPTION**

<b><u>POST TITLE :</u></b>	<b>Street Works Support Officer</b>
<b><u>PAY BAND :</u></b>	<b>Band 6</b>
<b><u>JOB EVALUATION NO.</u></b>	<b>E3548</b>
<b><u>REPORTING RELATIONSHIP</u></b>	<b>The post holder will report to the Street Works Officer</b>
<b><u>JOB PURPOSE :</u></b>	<b>To provide general street works support, permit assessment and co-ordination.</b>
<b><u>POST NO.</u></b>	<b>POS008330</b>
<b><u>PDR COMPETENCY FRAMEWORK</u></b>	<b>Level 1, Expected Competencies for all employees</b>

**MAIN DUTIES/RESPONSIBILITIES**

1. Assist with all permit applications/queries within the required timescale ensuring that information is timely and accurate.
2. Assist in the coordination of permits to resolve any conflicts, refusals or directions or variation requests.
3. Liaise with all works promoters and challenge where necessary to reduce occupation on the highway network.
4. Ensure that all Council works on the highway are co-ordinated with works by Utilities companies keeping disruption to all modes of transport to a minimum.
5. Ensure the Councils statutory duties relating to street works/Network Management are met.
6. Assist in the processing of Section 50 licence applications from start to finish.
7. To assist in the processing of all charges and invoicing including fees, Section 74 and fixed penalty notices.
8. Assist with the procedure for issuing restrictions following substantial road works, to ensure that the structural integrity of the highway is maintained.
9. Assist with assessing and responding to enquiries and complaints appropriately and within the relevant timescales.
10. To keep abreast of all relevant guidelines and ensure such changes are speedily and efficiently implemented.

11. Assist in the agreement and processing of road closure applications.
12. Assist in the production of performance indicators.
13. Represent the Council at meetings and working groups as required.
14. Provide information, advice and support both internally and externally on street works related matters and also guidance in dispute resolution processes.
15. Ensure that you work in line with all the Council's policies and procedures and ensure that you are aware of your obligations under these.
16. Behave according to the Employees' Code of Conduct and ensure that you are aware of your obligations and responsibilities re: conflicts of interest, gifts, hospitality and other matters covered by the Code.
17. Carry out your role in line with the Council's Equality agenda.
18. To comply with health and safety policies, organisational statements and procedures, report any incidents / accidents/ hazards and take a pro-active approach to health and safety matters in order to protect yourself and others.
19. Any other duties of a similar nature related to this post that may be required from time-to-time.
20. Darlington Borough Council and schools within the Borough are committed to safeguarding and promoting the welfare of children and expects all staff and volunteers to share this commitment.

**Date: November 2019**

**DARLINGTON BOROUGH COUNCIL**

**PERSON SPECIFICATION**

**ECONOMIC GROWTH AND NEIGHBOURHOOD SERVICES**

**STREET WORKS SUPPORT OFFICER**

**POST NO. POS008330**

All appointments are subject to satisfactory references.

Criteria No.	Attribute	Essential (E)	Desirable (D)
<b>Qualifications &amp; Education</b>			
<b>1</b>	Minimum 4 GCSE's (A-C) or equivalent including Maths and English		<b>D</b>
<b>Experience &amp; Knowledge</b>			
<b>2</b>	At least 2 years working knowledge of administrative procedures	<b>E</b>	
<b>3</b>	Experience in dealing with queries and requests for information on a daily basis in person, by telephone, writing or electronic means	<b>E</b>	
<b>4</b>	Experience in maintaining accurate and complete records	<b>E</b>	
<b>5</b>	Knowledge of/experience with computer systems: <ul style="list-style-type: none"> <li>• Microsoft applications</li> <li>• Highway Maintenance Management Systems, especially Symology</li> <li>• Street Gazeteer</li> <li>• Street Works Register</li> </ul>		<b>D</b>
<b>6</b>	Working knowledge of the administrative procedures in relations to Highway Authority and Utilities street works		<b>D</b>
<b>7</b>	Experience in operating systems in relation to the New Roads and Street Works Act, including S74		<b>D</b>
<b>8</b>	Previous works experience in a Highway Authority or Public Utility Works Department		<b>D</b>
<b>9</b>	Knowledge of Street works/highway legislation eg NRSWA 1991		<b>D</b>
<b>Skills</b>			
<b>10</b>	Ability to read and understand documents, drawings and plans	<b>E</b>	
<b>11</b>	Ability to identify the information needs of customers	<b>E</b>	
<b>12</b>	Ability to communicate both orally and in writing to varied audiences	<b>E</b>	
<b>13</b>	Ability to plan, organise and prioritise own work with a minimum of supervision and to strict deadlines	<b>E</b>	
<b>14</b>	Ability to plan, allocate tasks and work on own initiative as and when required	<b>E</b>	
<b>15</b>	Ability to establish and maintain good working relationships	<b>E</b>	
<b>Personal Attributes</b>			
<b>16</b>	Robust character with the ability to work under pressure	<b>E</b>	
<b>17</b>	Self-motivated and pro-active	<b>E</b>	
<b>18</b>	Ability to demonstrate a commitment to high standards of customer service	<b>E</b>	
<b>19</b>	Flexible approach to a fast changing working environment	<b>E</b>	
<b>Special Requirements</b>			
<b>20</b>	Capable of independent travel to carry out the requirements of the post	<b>E</b>	