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| **Job Description** |
| **Post title** | Street Authority Permit Inspector  |
| **JE Reference No** | N10960 |
| **Grade** | G8 |
| **Service** | Neighbourhoods and Climate Change |
| **Service Area** | Technical Services – Highway Network Management Section |
| **Reporting to** | Street Authority Permit Inspections and Performance Supervisor |
| **Location** | Your normal place of work will be County Hall, but you may be required to work at any Council workplace within County Durham. |
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| **DBS** | This post **is not** subject to a disclosure. |
| **Flexitime** | This post **is** eligible for flexitime. The postholder may be required to work outside of normal hours.  |
| **Politically restricted** | This post **is not** designated as a politically restricted post in accordance with the requirements of Section 1(5) of the Local Government and Housing Act 1989 and by regulations made from time to time by the Secretary of State. |

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| **Description of role** |

Responsible for undertaking site inspections and identifying highway reinstatement defects and inadequacies in signing, lighting and guarding.

Responsible for inspections in accordance with:

• The New Roads and Street Works Act 1991

• Traffic Management Act 2004

• The County Council of Durham Road and Street Works Permit Scheme

• Code of Practice for Inspections

• Specification for the Reinstatement of Openings in the Highway

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| **Duties and responsibilities** |

**Enforcement**

Responsible for identifying and recording defects and inadequacies, issuing formal defect notices, compliance enforcement, issue of Fixed Penalty Notice (FPN) for non-compliance and the like.

Responsible for the enforcement of road and street works permits and associated conditions.

Responsible for ensuring that the Council uses its powers under the New Roads and Street Works Act, Highways Act, Traffic Management Act, associated Statutory Instruments and Codes of Practice effectively, efficiently and with parity with all Works Promotors including Durham County Council.

**Operational**

When requested responsible for assisting the Coordination Team in the co-ordination of all road and street works and all other activities identified in The County Council of Durham Road and Street Works Permit Scheme.

Responsible for ensuring road and street works activities are recorded within the relevant software to enable the Highway Network Management Section to efficiently and effectively co-ordinate and provide up to date information for the public.

Responsible for assisting the Street Authority Inspections and Performance Supervisor in resolving issues associated with the relevant IT systems, specialist software, equipment and vehicles used by the Street Authority Permit Inspectors.

Provide support to the Highway Network Management Section in preparation for and during Magistrates Court action including the completion of all relevant documentation and witness statements. This may also require giving evidence in court.

When requested by a member of the Coordination Team, attend meetings as required prior to commencement of road and street works and assist in the establishment of appropriate traffic management, road safety requirements and construction methods

Responsible for assisting in ensuring information regarding planned and emergency work affecting the highway network are available for members of the general public and other stakeholders in an accurate and timely manner.

Responsible for assisting the Street Authority Inspections and Performance Supervisor in promoting and maintaining procedures and safe systems of working to comply with health and safety and employment legislation.

Responsible for undertaking and recording in photographic and text formats site investigations to collect evidence when requested by a member of the Coordination Team in respect of CRM’s and the like.

Responsible for providing the Highway Network Management Section staff with results of the site investigations in sufficient detail to allow a full and comprehensive response to the complainant.

Responsible for providing general assistance to the Highway Network Management Section as directed by the Street Authority Inspections and Performance Supervisor or Coordination Team Leader.

Required to wear the designated uniform in order to uphold a professional profile whilst on duty.

Required to use body camera technology as directed by the Inspections and Performance Supervisor for the purposes of staff safety and protection, complaint resolution and to act as supporting evidence of inadequacies in signing, lighting and guarding and reinstatement defects.

When directed by the Highway Network Management Section Manager, participate in cross service enforcement and investigations including but not limited to working collaboratively with other sections with traffic and highway responsibilities.

**Performance**

Responsible for assisting in ensuring the Key Performance Indicators (KPI’s), as set out in The County Council of Durham Road and Street Works Permit Scheme, are met and maintained.

**Training and Mentoring**

Responsible for attending and contributing to team meetings, one to ones and Performance and Development Reviews (PDR).

Responsible for attending seminars and courses associated with the operation of the Highway Network Management Section and keep abreast of current practice in respect of road and street works as agreed by the Street Authority Inspections and Performance Supervisor.

Responsible for assisting in the training, mentoring and the motivation of Road and Street Works apprentices and junior employees.

**Communication**

Responsible for responding, orally and in writing, to general queries from members of the public, elected members, MP’s and organisations in relation to road and street works inspections as well as assisting in the investigation of complaints.

**Generic responsibilities**

Prepared to work overtime, unsociable hours and, in collaboration with other Street Authority Permit Inspectors, cover the duties and responsibilities of the role during the hours of 08:00 to 16:30, Monday to Friday.

The above is not exhaustive and the post holder will be expected to undertake any duties which may reasonably fall within the level of responsibility and the competence of the post as directed by the Highway Network Management Section Manager.

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| **Organisational responsibilities** |

* **Values and behaviours**

To demonstrate and be a role model for the council’s values and behaviours to promote and encourage positive behaviours, enhancing the quality and integrity of the services we provide.

* **Smarter working, transformation and design principles**

To seek new and innovative ideas to work smarter, irrespective of job role, and to be creative, innovative and empowered. Understand the operational impact of transformational change and service design principles to support new ways of working and to meet customer needs.

* **Communication**

To communicate effectively with our customers, managers, peers and partners and to work collaboratively to provide the best possible public service. Communication between teams, services and partner organisations is imperative in providing the best possible service to our public.

* **Health, Safety and Wellbeing**

To take responsibility for health, safety and wellbeing in accordance with the council’s Health and Safety Policy and procedures.

* **Equality and diversity**

To promote a society that gives everyone an equal chance to learn, work and live, free from discrimination and prejudice and ensure our commitment is put into practice. All employees are responsible for eliminating unfair and unlawful discrimination in everything that they do.

* **Confidentiality**

All members of staff are required to undertake that they will not divulge to anyone personal and/or confidential information to which they may have access during the course of their work.

 All members of staff must be aware that they have explicit responsibility for the confidentiality and security of information received and imported in the course of work and using Council information assets. The Council has a Personal Information Security Policy in place.

* **Performance management**

To promote a culture whereby performance management is ingrained and the highest of standards and performance are achieved by all. Contribute to the council’s Performance and Development Review processes to ensure continuous learning and improvement and to increase organisational performance.

* **Quality assurance (for applicable posts)**

To set, monitor and evaluate standards at individual, team and service level so that the highest standards of service are delivered and maintained. Use data, where appropriate, to enhance the quality of service provision and support decision making processes.

* **Management and leadership (for applicable posts)**

To provide vision and leadership to inspire and empower all employees so they can reach their full potential and contribute to the council’s values and behaviours. Managers and leaders must engage in personal development to ensure they are equipped to lead transformational change; always searching for better ways to do things differently to meet organisational changes and service priorities.

* **Financial management (for applicable posts)**

To manage a designated budget, ensuring that the service achieves value for money in all circumstances through the monitoring of expenditure and the early identification of any financial irregularity.

*The above is not exhaustive and the post holder will be expected to undertake any duties which may reasonably fall within the level of responsibility and the competence of the post as directed by your manager.*

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| Person specification |
|  | Essential | Desirable |
| Qualifications | * NVQ Level 3 in a Civil Engineering discipline or relevant experience in a traffic, highways, road and street works or enforcement environment.
* Willing to train towards and achieve relevant technical qualifications in road and street works as agreed by the Highway Network Management Section Manager.
 | * New Roads and Street Works Act accreditation to supervisor level.
* Highway Construction – Technology Craft Certificates.
* Safe Working Accreditation.
* CSCS or equivalent.
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| Experience | * Relevant experience in traffic, highway maintenance, street and road work operations or enforcement environment.
* Experience of working with IT systems, specialist software and equipment.
 | * Experience of working with statutory undertakers or highway works contractors.
* Experience of administration processes and procedures.
* Experience of working in a customer focused environment.
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| Skills and Knowledge | * Awareness of the duties set out in the Code of Practice for Inspections.
* Awareness of the New Roads and Street Works Act 1991 and the Specification for the Reinstatement of Openings in Highways.
* Awareness of Chapter 8 of the Traffic Signs Manuals and Safety at Street Works and Road Works Code of Practice (Red Book).
* Ability to take an objective and rational approach to problem solving and to quickly develop solutions to resolve issues.
* Ability to answer queries raised by the general public, elected members, MP’s and external organisations in relation to legislation and codes of practice.
* Ability to gather, interpret and assimilate information from a variety of sources including legislation and codes of practice; and prepare correspondence, statements and reports based on findings.
* Ability to communicate effectively both orally and in writing when dealing with complicated or sensitive information with varied audiences.
* Ability to effectively plan and organise own work in order to meet deadlines.
 | * Knowledge of the New Roads and Street Works Act 1991, Traffic Management Act 2004, Highways Act 1980 and associated statutory instruments and guidance.
* Analytical skills required to quickly assess road and street works to ensure they comply with various codes of practice and legislation.
* Analytical skills required to assess road and street works to ensure all signing, lighting and guarding complies with Chapter 8 of the Traffic Signs Manuals and Safety at Street Works and Road Works Code of Practice (Red Book).
* Good knowledge of County Durham’s highway network.
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| Personal Qualities | * Hardworking, honest, reliable, trustworthy and commitment to the role.
* Ability to work as part of a team, assisting and supporting colleagues.
* Ability to remain calm when working under pressure with ongoing short-term deadlines.
* Have the resilience to cope with the pressure of a busy work environment with numerous disruptions and significant numbers of issues to resolve.
* Prepared to attend and play an active part in meetings associated with Highway Network Management Section.
* Willingness to use own initative to advance knowledge and understanding of road and street works.
* Prepared to attend on-site meetings with stakeholders at various locations throughout county.
* Full current driving licence or able to meet the travel needs of the post.
* Willingness to work overtime, unsociable hours in collaboration with other Street Authority Permit Inspectors to cover the duties and responsibilities of the role during the hours of 08:00 to 16:30 Monday to Friday.
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