

Job Description

Job Title	Technical Assistant CCTV Operative – Urban Traffic Control
Directorate	Neighbourhoods & Housing
Service Area	Highways & Transport
Grade	5
Competency Level	1
Salary	£32,046 - £36,581
Job Type	Office Based
Location	Cunard Building
Disclosure and barring service (DBS)	Not Required
Job Evaluation Ref No	

Job Purpose

To provide technical support to the Urban Traffic Control (UTC) Team, assisting with the operation, monitoring, and maintenance of traffic management systems while supporting the daily activities of the UTC Engineering Team as directed.

We are seeking a highly motivated and enthusiastic individual who is eager to learn, develop new technical skills. This role offers excellent opportunities for personal and professional development, allowing the successful candidate to gain valuable

knowledge and demonstrate transferable skills within a supportive team environment.

The position is based full-time within the UTC Control Room and involves working closely with colleagues to help ensure the efficient operation of urban traffic control systems and services. The role will involve shift working between the hours of 07:00 and 18:00.

Directly Responsible For:

Not applicable

Directly Responsible To:

Senior Engineer Urban Traffic Control

Main Areas of Responsibility:

- Answering calls to the contact centre, members of the public, bus companies, emergency services and contractors
- Daily bollard checks ensuring bollards are operational, passing faults and liaising with the maintenance contractor
- Managing the VMS signs across the network, updating output messages and implementing strategies in advance of events
- Daily checks of traffic signals utilising various UTMC systems, passing faults and liaison with the maintenance contractor
- Support the Engineers in Utilising UTMC systems to maximise traffic flows and reduce congestion, including assisting with data collection and monitoring to validate the system
- To closely monitor live footage of CCTV cameras, across the network. Identifying network issues (such as congestion / unexpected changes in

demands). Implementing adaptations / changes in sequencing – programmes to support the efficient movement of traffic across the network

- Assist in the delivery of other Highways and Transportation services as directed by senior officers
- Opportunities to get involvement in advanced engineering tasks
- Support for special events will also be required, and this could mean out of hours work, therefore a requirement to work flexibly

Supervision and Management Responsibility:

- No supervisory or line manager responsibility

Budget and Financial Responsibility:

- Ensuring that your work complies with all statutory requirements, Standing Orders and Financial Regulations of the City Council
- Maintaining proper stewardship of the Council's assets and reporting any financial risks
- Maintaining up to date financial records on the Corporate Finance System
- To ensure line managers and senior officers receive integrated performance and financial information about their service and bringing to their attention any material issues that might impact on the financial performance or financial management arrangements of the Council

Social Value Responsibility:

- Drive for social value through all activities, ensuring wider social, economic and environmental benefits for the council, residents and communities

Physical Demands of the Job:

- Adverse weather conditions
- during Out of Hours'

Corporate Responsibility:

- Contribute to the delivery of the Council Plan
- Delivering and promoting excellent customer service, externally and internally
- Making the council a great place to work, living the council's values, actively engaging in regular communications including team meetings, undertaking training as required and being responsible for managing own performance
- Develop the City Council's commitment to equal opportunities and to promote non-discriminatory practices in all aspects of work undertaken
- To ensure that all work functions are undertaken in accordance with health and safety legislation, codes of practice and the City Council's safety plan

Competency Framework:

We operate a competency framework, a set of core behaviours which define how we are expected to approach our work, how we perform in certain situations and how we treat each other. Each competency details the standards of behaviours and skills required by all staff and this in turn supports delivery of our aim and our council plans linking them together with our values.

The post holder will be required to demonstrate the ability to perform at the following competency level **1**.

[The competency framework can be found here.](#)

This job description is not intended to be either prescriptive or exhaustive. It is issued as a framework to outline the main areas of responsibility.

Person Specification

Assessment methods used: I = Interview, P = Presentation, A = Application, E = Exercise, T = Test, AC = Assessment Centre

Qualification and training

Essential

- 4 GCSE's A* to C/Grade 5-9 including English and Maths or equivalent or relevant technical experience (A)
- A desire to learn and progress by undertaking training to obtain the necessary skills and knowledge for the role (I)

Desirable

- BTEC or equivalent in an engineering related discipline

Experience

Essential

- Knowledge or understanding of the functions and legal obligations of a Highways Authority (A/I)
- Knowledge and understanding of the benefits of Urban Traffic Control (A/I)
- Experience of analysing and interpreting statistical data (A/I)

Desirable

- Experience of communication with various stakeholder in the public sector setting



- Basic knowledge or experience of software relevant to traffic/highway engineering

Skills/Abilities

Essential

- Demonstrate excellent written and verbal communication skills (A/I)
- Well-developed, proficient IT skills including Microsoft Office Word, Outlook, Excel (A/I)
- Ability to work to strict and tight deadlines (A/I)
- Ability to make effective decisions and to support those decisions with effective argument and understanding (A/I)
- A keenness to learn new skills and put those into practice (A/I)
- Self-motivated and pro-active (A/I)

Commitment

Desirable

- An understanding of and a personal commitment to the Vision and Values of Liverpool City Council
- An interest and a passion for improving highways operation in Liverpool

Other

Essential

- Flexible availability with the ability to work early mornings / evenings and weekends as required (I)