

Job Description

| | |
|---|--|
| Job Title | Technical Assistant – Traffic Management |
| Directorate | Neighbourhoods and Housing |
| Service Area | Highways and Transportation |
| Grade | 5 |
| Competency Level | 1 |
| Salary | £28,770 - £33,024 |
| Job Type | Hybrid |
| Location | Citywide |
| Disclosure and barring service (DBS) | Not Applicable |
| Job Evaluation Ref No | |

Job Purpose

To provide technical support and assistance to all Highways and Transportation staff. To provide quality, efficient and profitable services, in accordance with the agreed aims of the City Council.

Directly Responsible For:

Not applicable

Directly Responsible To:

Senior Engineer – Traffic Management

Main Areas of Responsibility:

- Assist in the assessment, procurement and delivery of Highways and Transportation programmes and policies, to agreed budgets, timescales and standards, leading to the achievement of the Service targets, as directed
- Respond to complaints and enquiries on Highway and Transportation issues
- Assist with the development and ongoing monitoring of both the City Council's Travel Plan and other travel plans secured through the planning process
- Assist in providing input to highway schemes, local searches, etc
- Draft and implement permanent and temporary traffic regulation orders, etc in conjunction with other areas of the City Council
- Process requests for other Highways and Transportation Services i.e. disabled bays, H-markings, temporary closures etc
- Site visits across the city including, taking photographs, measuring and marking out works, delivering public consultation materials, erecting notices to legally notify residents of schemes which include work off the adopted highway
- Provide assistance for special events when required and this could mean out of hours working
- Assist in the delivery of other traffic management and road safety schemes as directed by senior officers

Supervision and Management Responsibility:

- No supervisory or line manager responsibility

Budget and Financial Responsibility:

- Being fully accountable for managing the council's resources well and complying with statutory requirements. This includes managing time, avoiding unnecessary waste, reuse and recycle resources to reduce personal impact
- 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
- Ensuring line managers 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:

- The role requires working in adverse weather condition, out of hours working, using own or organisation motor vehicle (car or van), by manual handling cones, measuring wheels and/or paint spray

Corporate Responsibility:

- Contribute to the delivery of the Council Plan
- Delivering and promoting excellent customer service, externally and internally

- Commitment to customer excellence by dealing with customer feedback, including complaints, and learning from feedback in the drive for continuous improvement
- 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 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. You will be expected to carry out any other duties that may reasonably be required in line with your main duties and changing priorities of the organisation.

Person Specification

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

Qualification and training

Essential

- Possess or be working towards a formal qualification in a relevant technical discipline e.g. ONC/HNC and/or record of experience in assisting in the design of traffic management/road safety schemes (A)

Desirable

- City and Guilds

Experience

Essential

- Knowledge or experience of design packages relevant to traffic management / road safety engineering (A/I)
- Highway engineering related experience (A/I)
- Experience of working in a high pressure office environment with emphasis on accuracy and achieving deadlines (A/I)

Desirable

- Experience of using accredited IT systems for street works coordination
- Management of resources

- Knowledge of Project Management/CDM Regulations

Skills/Abilities

Essential

- Good communication skills, both verbal and written when dealing with the public, politicians, colleagues and media (A/I)
- Experience of analysing and interpreting statistical data (A/I)
- Ability to make effective decisions and to support those decisions with effective argument and understanding (A/I)
- Ability to organise and prioritise own workload to meet specified deadlines demonstrating effective planning and organisational skills (A/I)
- Ability to deal with difficult customers and challenging situations in a confident and professional manner (A/I)

Desirable

- Ability to plan, allocate and evaluate work programmes for self and others
- Good ICT skills and able to develop ICT solutions to improve productivity
- Knowledge or experience of public consultation

Commitment

Desirable

- An understanding of and a personal commitment to the Vision and Values of Liverpool City Council

Other

Essential

- Able to attend evening Committee, public and other work related meetings when required (A/I)

Desirable

- A modern approach to working recognising the need for flexibility and adaptation to change