

Job Description

Job Title	Permit & Coordination Team Leader
Directorate	Neighbourhoods & Housing
Service Area	Transport & Highways
Grade	10
Competency Level	2
Salary	£54,916 - £60,640
Job Type	Hybrid
Location	City Wide
Disclosure and barring service (DBS)	Not applicable
Job Evaluation Ref No	A9928

Job Purpose

To provide management to the Senior Permit Officer & Street Works Technical Assistant with responsibility for ensuring performance and service targets are achieved for effective delivery. Monitor Invoices raised against utilities and manage utility companies' performance to ensure quality operations. To monitor, implement and keep the business up to date on NRSWA & Traffic Management Act legislation and develop effective policies and procedures that assist in the delivery of the role. Involvement and co-ordination of utility companies and management of Notice Management systems.

To use all powers within the remit of the post to coordinate the activities of all Works Promoters including Liverpool's own activities operating in the city and thereby help ensure the council fulfils its network management duty as required under the TMA 2004. Manage and develop a co-ordinated Street Works service, ensuring that the Council's duties under the NRSWA 1991, TMA 2004, LoPS & the Highways Act 1980 are discharged properly, efficiently and effectively.

Controlling and mitigating the effect of events on the highway and traffic generated by construction sites.

At all times ensuring that the service provided is proactive and responsive, taking appropriate and any necessary action to ensure the smooth running of the highway network.

Directly Responsible For:

Senior Permit Officer, Network Coordination and Permit Officer

Directly Responsible To:

Lead for Network Development & Delivery

Main Areas of Responsibility:

- To manage, monitor and liaise with persons or bodies wishing to, or in the process of executing works on the public highway in accordance with the New Roads and Street Works Act (NRSWA), Traffic Management Act and all other relevant legislation
- To support/represent the Head of Network Management and Lead for Network Coordination to ensure the authority is able to meet its network management duty
- To lead the co-ordination of major works undertaken by utility companies, internal departments and development related work promoters. Ensure all

opportunities for collaborative working are identified, actioned, recorded and where practicable alternative funding sources are identified and utilised

- To manage all aspects that relates to a strategic implementation of the Traffic Management Act and compliance to NRSWA and associated Code of Good Practice
- To support the Streetworks & Coordination Team Leader in managing and ensure that all works and inspections are carried out in a timely, accurate and efficient manner, leading to the achievement of the business and service targets relative to best value
- To manage the permit and coordination side of the Council's facilitation and co-ordination of road closures and other interventions associated with a high number of developments, projects, street works & events, with a view to fulfilling Liverpool's legal Network Management Duty and ensuring income generated from these activities is maximised and recovered
- To manage and investigate complaints and enquiries associated to NRSWA and Traffic Management Act highways related issued and their resolution
- Prioritise and manage work in order to resolve NRSWA and Traffic Management Act highway related problems
- Manage and undertake, where required preparation of statutory notices, reports, statements and other legal documents, serving of such notices and attendance in court in accordance with relevant legal requirements
- To meet contractors, utility companies, members of the public and councillors as required
- Investigate and respond promptly to complaints and requests from councillors and members of the public
- To assist in the procedures associated with the Traffic Management Act
- To promote equality of opportunity in service delivery in all aspects of the role in line with corporate policies, training and procedures

- Keep up to date with all current legislation and utilise all learning opportunities to develop personal skills necessary to improve effectiveness, efficiency and delivery of service in recognition of the portfolios business and service targets
- Deal with telephone enquiries and written correspondence
- Represent the Highway Authority when required at judicial hearings
- Requiring a good working knowledge of current highway construction practice, materials and the requirement of Chapter 8 of the Traffic Signs Manual
- Ensure evidence is gathered in depth to defend the city from tripping claims by means of section 58, utility opening notices and liaising with highway/street work inspectors
- A good working knowledge of the New Roads and Street Works Act and associated codes of practice and an understanding of the Traffic Management Act are essential
- Extensive knowledge of permit scheme

Supervision and Management Responsibility:

- Ensuring activities are planned to include meaningful one to one conversation quality annual appraisals and regular workforce planning and development.
- Manages performance and behavioural issues effectively

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
- Monitor financial performance and deliver within budget
- Monitor financial performance, deliver within budget and seek savings and efficiencies by exploring opportunities to draw funding where appropriate

- Set, monitor, and remain within budget whilst challenging the team to deliver increased efficiencies
- Explores different options for funding and income generation
- Include details of the value of budget/financial responsibility and what this budget should be use for

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 conditions
- shift working
- during Out of Hours'
- 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 the following competency level **2**.

[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

- HNC Civil Engineering or equivalent engineering qualification or experience of managing and motivating a team of professional and technical staff and/or experience in Civil Engineering and/or highways works (A/I)
- Must be NRSWA SWQR accredited to supervisor level or equivalent with suitable experience in a management role (A/I)

Desirable

- Lantra 12DT7 or equivalent Traffic Management qualification
- Post graduate management qualification
- A relevant professional qualification e.g. Chartered/Incorporated Engineer
- Project management qualification
- SWQR accreditation for signing & guarding, lighting, excavations in the highway and reinstatements

Experience

Essential

- Experience of highway works including legislative specifications (materials, procedures, etc.) and operational safety (A/I)

- Operational experience and understanding of the New Roads and Street Works Act, Highways Act, Traffic Management Act and associated Codes of Practice (A/I)
- Understanding of the EToN / Street Works administration systems (A/I)
- Good knowledge of Permit Schemes (A/I)
- Experience of presenting at public meetings (A/I)

Desirable

- An understanding of the role of utilities, and the related needs of different categories of highway user
- Project management

Skills/Abilities

Essential

- Good knowledge of Street Works software packages (i.e. Confirm, also Symology, Mayrise, etc.) along with Microsoft Office (Word, Excel), and using handheld data capture devices (e.g. Confirm Connect) (A/I)
- A strong understanding of the enforcement of street works legislation, Fixed Penalty Notices and prosecution processes (A/I)

Desirable

- Engaging and communicating with a wide range of stakeholders in writing, by telephone, in meetings and in person
- Conflict management and strong negotiation skills
- An understanding and knowledge of the use and characteristics of the various highway materials, methods and standards

Commitment

Essential

- Committed and adaptable (A/I)

Desirable

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

Other

Essential

- Be flexible to respond to events during 'Out of Hours' (A/I)

Desirable

- A strong team player able to work flexibly to meet the needs of the service
- Full UK Driving Licence