

Job Description

JOB TITLE:	Network Coordinator within the Network Coordination Team
GRADE:	GRADE I-J
POST NUMBER:	TBC
DIRECTORATE:	Communities
SERVICE:	Public Realm (Highways & Transportation) Network Management Group
RESPONSIBLE TO :	Principal Engineer, Network Management
RESPONSIBLE FOR:	Officers listed below: • Matrix management responsibility for three Technical Operations Officer & three Inspectors Streetworks Compliance (Grade H-I) • Supervision of fixed term, and/or agency Engineers, and works or professional service providers staff as required to manage workload levels. Financial: Up to £1m/annum revenue
	This post does not require a DBS check. This post is not politically restricted. Is a Travel Allowance Payable? <u>Yes*</u> Does this post attract an Essential Car User Allowance? <u>Yes*</u> <u>*Note: Entitles to one or the other, not both.</u>
JOB SUMMARY:	As a Network Coordinator within the Network Management Team, to be responsible for reviewing, coordinating and monitoring the potential impact on public highway users of, 1) works associated with Permit Applications from works promoters to carry out street works or road works on the borough's highways network, and 2) any other activity taking place on the public highway e.g. events etc., so as to fulfil the requirements of the New Roads and Street Works Act 1991 (NRSWA), the Traffic Management Act 2004 (TMA) and the common London Permit Scheme (LoPS), i.e. to minimise disruption, delay and congestion and to co-ordinate works and activities to enable the expeditious movement of traffic on the public highway network.

ROLE REQUIREMENTS:	
1.	To undertake and operationally deliver specialist network management and street works and road works coordination services ensuring that they are fully integrated with the work of other business units in the service so that the team is operating efficiently and effectively, provides value for money and is compliant with the appropriate performance indicators.
2.	To work with colleagues to deal effectively and tactfully with customer complaints and reports about issues concerning the public highway environment ensuring that all matters are investigated and dealt with in an appropriate manner.
3.	To be the Council's lead officer with internal and external organisations on issues related to the coordination of, and the movement of traffic, in relation to works and activities that affect the public highway.
4.	To attend site meetings with representatives of the Metropolitan Police, TfL and public utility companies, or their agents, and any other stakeholders to assess, challenge and provide advice on the suitability of temporary traffic management arrangements and/or works methodologies, and to coordinate highways works and activities, resolving any potential conflicts that may arise, providing an emergency response when required
5.	To advise on appropriate traffic management requirements for works sites considering the need for operative and public safety, maintaining the expeditious movement of traffic, in line with Safety at Street Works and Road Works Code of Practice and Chapter 8 requirements.
6.	To assess and review temporary traffic light requests for compliance and potential impact on the network, approving, rejecting, or recommending alterations to the request as necessary, to ensure expeditious movement of traffic.
7.	To ensure that Traffic Regulation Orders are issued in accordance with appropriate legislation.
8.	To be responsible for assessing Permit Applications for accuracy and potential breaches of the relevant legislation and the LoPS, discussing details with the works promoters

	where these do not comply and applying judgement as to any subsequent action, including implementation/application of the fixed penalty notice (FPN) process to drive improvement and thereby the potential for effective coordination, granting or refusing Permit Applications in line with the requirements of the LoPS applying relevant conditions where applicable.
9.	To undertake continuous monitoring of Permit applications, major projects, and programmes to identify works clashes and collaboration opportunities, based on system advice, experience and local knowledge, and proactively advise and/or negotiate with works promoters on alternative dates to ensure minimal disruption to the network. This includes interrogating and administering the Street Works Register and processing EToN notices and permit applications from promoters.
10.	To proactively contribute to and carry out relevant administrative functions such as organising and preparing minutes of Highway Authorities and Utilities Committee (HAUC) and other coordination meetings to enable effective coordination of works, improved utility/contractor performance, ensuring parity across all parties to enable effective coordination of works on the highway.
11.	To ensure that s58 restrictions are applied to all works meeting the necessary requirements in accordance with the NRWSA to ensure the ongoing protection and integrity of the fabric of the highway network.
12.	To Liaise with the Council's Asset Management and Permitting ICT system provider and the Council's ICT service to ensure that the Street Works Register is maintained correctly, carrying out weekly file corrections; interpreting the results and rectifying any corrupt files; identifying refinements and additions to the system; updating the National Street Works Gazetteer as required and ensuring that the register is amended accordingly.
13.	To assist the Group Manager and Principal (Network Coordinator) in the programming of events on the highway, including Street Parties and Play Streets, to attend Safety Advisory Group (SAG) meetings with event organisers and other key stakeholders.

14.	To investigate complaints regarding any of the specialist professional and technical areas of the Group and resolve as appropriate.
15.	To inform residents, businesses and elected Members of forthcoming works, or activities on the highway network that may affect them and maintain close liaison throughout the duration of the works in order to minimise delay, local disruption, and disturbance.
16.	To promote a customer-centric culture through exemplar behaviour in accordance the Council's TOWER values and behaviours.
17.	To promote and raise the profile of the Highways & Transportation Service and the Network Management Group and the range of services it provides.
18.	To seek, actively listen to and consider the views and ideas of staff and customers.
19.	To manage activities and work streams responsible for, ensuring compliance with current, applicable, and relevant legislation, technical guidance, and Approved Codes of Practice (ACoPs) etc., including having due regard to and complying in particular with the following: • Traffic Management Act 2004 • Road Traffic Regulation Act 1984 (as amended) • New Roads and Street Works Act (NRSWA) 1991 • Specification for the Reinstatement of Openings in Highways – Feb 2019 • Highways Act 1980 • The Traffic Signs Regulations and General Directions guidance • Traffic Signs Manual (all chapters) • Equality Act 2010
20.	To assist with developing and maintaining systems, processes, and procedures to implement and promote health and safety requirements and policies in service operations, including complying with the requirements of health and safety legislation.
21.	To take positive action to ensure the health, safety and welfare of staff and other persons who may be affected by

	service operations ensuring safe working conditions, and a work environment that is healthy and safe.
22.	To assist with regular reviews and monitoring of services within the Group, controlled with particular reference to Risk Assessment, Safe Systems of Work and COSHH Regulations.
23.	To develop, prepare and implement emergency plans and responses to events that affect the highway network.
24.	To provide network management services within the remit of the role to achieve effective, clearly defined, and measurable outcomes for service users, residents, and businesses, and ensure that income is for services provided is maximised.
25.	To be able to assess the likelihood of occurrence and impact of risk within the Team's work activities, and manage its mitigation, including its potential impact on Health & Safety and Business Continuity.
CORPORATE RESPONSIBILITIES	
26.	Actively contribute to the council's priorities and outcomes in a way that promotes a 'one organisation' approach.
27.	Develop and maintain positive relationships with colleagues, stakeholders, and communities to ensure the council and the directorate strategic priorities are effectively implemented.
28.	Promote equality among all staff and ensure that services are delivered in a non-discriminatory way, that is inclusive of all disadvantaged groups.
29.	Support organisational change and learning, following, and implementing appropriate systems of self-development, communication and engagement, quality measures, monitoring, and review in delivering the functions of the role.
30.	Promote sustainability, including encouraging a culture of innovation and accountability amongst all council staff.
PEOPLE	
31.	To establish and maintain excellent relationships with key internal and external stakeholders that facilitates the work of the services provided and enhances the Council's reputation, including representing the Council at national and regional forums.

32.	To work together with 1) colleagues across the Service and Group, 2) external works and activities promoters, agencies, and service users to develop strong working relationships.
33.	To liaise closely with colleagues within the Group to assist them in the management of inspection and enforcement regimes.
34.	To prepare specialist impartial advice to the Mayor, Cabinet Members, elected Councillors, Local MP's, Chief Officers, Committees and Boards etc., on key service issues.
FINANCE	
35.	To maintain accurate financial records of potential income from issuing Permits for utility works and contribute to the delivery of balanced team budgets via regular monitoring and forecasting of assigned budgets.
36.	To assist in monitoring allocated budgets and contribute to the end of financial year process, e.g., reporting liabilities, and reporting any anticipated variances.
37.	To ensure that income and charges from issuing Permits for utility works and the inspection, monitoring and regulation of highways activities is maximised.
38.	To provide the necessary supporting documentation to assist in the recovery of the Council's costs in respect of rechargeable works
SERVICE	
39.	To ensure that service delivery maintains a focus on customer needs/demands and expectations, addresses these and provides a high quality of service.
PERFORMANCE	
40.	To contribute to the development of the team and service plan and participate in the Council's Performance Management Scheme and perform in accordance with set measurable SMART performance objectives/targets within agreed timescales and ensure continuous improvement.

Additional Duties & Responsibilities for Career Progression	GRADE J
41.	To deputise for the Principal officers in the Network Management Group, as and when required, and in conjunction with other members of the Service Management Team contributes to the strategic management of the Group and Service as a whole.
42.	To supervise staff within the Network Management Group and/or appointed contractors/consultants' staff, at any one time, on any number of projects, in relation to Network Management Group work.
43.	To supervise development of less experienced staff and support the resolution of individual and/or team staffing matters.
44.	To assist the group Manager and Principal officers in the Network Management Group in scoping, procurement, organisation, and delivery of systems and/or project based activities, which contribute to improved service delivery and/or service improvement.
45.	To successfully lead and manage the coordination of more complex works, events, or activities on the highway network.

OTHER CONDITIONS:

To maintain personal and professional development to meet the changing demands of the job and participate in appropriate training/development activities including the council's 'My Annual Review' scheme.

Ensure that all duties and responsibilities are discharged in accordance with the council's policies and procedures, Code of Conduct and relevant regulations and legislation.

To comply with the council's equal opportunities and diversity policies ensuring anti-discriminatory practice within the service area.

To handle all individual's personal information in a sensitive and professional manner and comply with the requirements of the General Data Protection Regulations.

To undertake additional duties that may arise from time to time commensurate with the grade of the post.

To be able to work evenings and weekends with appropriate notice.

Person Specification

Person Specification for the Post of	Network Coordinator in the Network Coordination Team within the Network Management Group:	Essential (E) or Desirable (D) (if applicable)	Method of Assessment A= Application Form T= Test I= Interview
Knowledge			
	Good understanding of contemporary policy, legislation and practice relating to network management, highways, and traffic management	E	A, I
	Detailed knowledge, including practical application of legislation relating to Highways Act 1980, Road Traffic Regulation Act 1984, TMA 2004, NRSWA 1991 and LoPS.	E	A, I
	Good understanding of information systems and their application to service delivery	E	A, I
	Understanding of the structure and workings of local government and other agencies involved in highways and traffic management services	E	A, I
	Understanding of Health and Safety Legislation and the requirements in connection with works on the highway	E	A, I
Qualifications & Experience			
	Relevant New Roads and Street Works qualification	E	A, I

	Incorporated membership of a relevant professional body, or institute	D	A, I
	Experience of supervising and motivating staff to achieve high standards	D	A, I
	Experience of managing and working with multi-disciplinary professionals to coordinate works and activities on the highway	E	A, I
	Evidence of successful partnership working to deliver outcomes	E	A, I
	Experience of working with the public and elected Members	E	A, I
GRADE J			
	Ability to supervise development of less experienced staff and support the resolution of individual and/or team staffing matters	E	A, I
	Ability to deal with queries from elected members, the press office, and external stakeholders on sensitive and/or complex issues	E	A, I
	Ability to work with limited supervision and to act on behalf of the Principal officer, and/or Group Manager	E	A, I
	Ability and experience of successfully leading a number of sensitive and/or high profile more complex projects, schemes, or programme in relation to network management whilst managing and prioritising competing work pressures	E	A, I
Living the TOWER Values sets out the essential		They are aligned to the organisation's five TOWER Values	

behaviours required of all staff.			
We work TOGETHER across boundaries and with partners to achieve the best outcomes for Tower Hamlets	Developing networks: Ability to establish, maintains and encourages excellent working relationships via networking across teams, services within the Council and with external partners and stakeholders to achieve best outcomes for the Council	E	A, I
	Collaborating: Collaborates with and utilises internal and external networks to achieve best outcomes for the Council	E	A, I
We are OPEN and transparent.	Communicating clearly: Ability to present information on complex issues clearly and concisely, both orally and in writing	E	A, I
	Being approachable: Approachable and actively seeks feedback from others to improve how they do things	E	A, I
We are WILLING to challenge, innovate and be accountable.	Being accountable: Takes accountability for delivering clear goals and targets, whilst setting high standards for self and others	E	A, I
	Learning & challenging: Challenges accepted 'norms' to improve the way things are done for areas under their responsibility	E	A, I
We empower each other to be EXCELLENT and go the extra mile.	Being empowered: Ability to take control of the areas under their responsibility and make positive changes and set appropriate goals	E	A, I

	Focusing on well-being: Ability to promote the well-being of self and others overcome difficulties by identifying and building individual strengths and achieving desired outcomes	E	A, I
We RESPECT all communities; they are the heart of everything we do.	Learning from customers: Ability to develop strategies to develop or improve business processes and procedures based on learning from customers	E	A, I
	Being a customer ambassador: Champions and leads on the provision of excellent customer services that delights and creates an exceptional customer experience	E	A, I
	Respecting diversity and being inclusive: Values diversity, does not discriminate and provides equal opportunity in employment and service delivery	E	A, I
Additional Requirements	To meet exceptional business needs a willingness to work outside of contractual hours in the evenings and weekends with notice, unless there is good reason where this is not possible.	E	I