

Directorate: Growth, Environment & Transportation

Unit/Section: Highway Operations - Street Works

Grade: KR10

Responsible to: Street Works Manager

Purpose of the Job:

To supervise the area Street Works co-ordination team in delivering support in all aspects of Street Works service across the county, ensuring that all works on the network are carried out with the minimum of disruption to the travelling public.

To work with the other Senior Coordinators to ensure consistency in compliance with legislation, processes and procedures and that best practices are identified and adopted across the county.

Main duties and responsibilities:

- Responsible for providing senior professional co-ordination advice to on Kent's Highway network and assist the Streetworks Manager to ensure the continued successful operation of the Kent Lane Rental Scheme and Kent Permit Scheme.
- Deputise for the Street Works Manager as required.
- Responsible for supervisory line management of 6/7 staff and the development and performance management of the team's day to day co-ordination activities on the highway network. Ensure that adequate resource and cover for the coordination team is maintained at all times.
- The post holder will be required to review co-ordination processes to ensure that the County Council meets its duty as laid out in legislation (e.g. Traffic Management Act 2004) and that the co-ordination team operates within the rules of both Kent Lane Rental and Kent permit schemes for the management of the highway network. The post holder will be expected to contribute to policy development and implementation.
- Receive and process all applications for activities on the highway by others, including the checking and agreeing of all traffic management proposals for any works or events on the highway including footways and cycle ways. Give advice and direction to works promoters, contractors, event organisers and the Highway Authority. Organise and assist with emergency work as required, including outside of normal working hours.
- Attend site meetings and inspect any work or events on the highway as required to ensure a high standard of works, traffic management and safety with the maximum reduction possible in the congestion caused by the works/event. Encourage collaborative working with multiple stakeholders.
- Process all incoming permits subject to The Kent Permit Scheme & Lane Rental using the appropriate IT systems. Manage and process the inspection of permits and licences, including those for temporary traffic lights, skip, scaffolding, hoardings, materials placed on the highway and Section 50 licenses. Liaise with the Senior Street Works Inspector and enforcement officers to assist with these functions as required and ensure consistency across the County.

- Communicate with stakeholders at all levels including multi agency partners, Councilors (Parish, District and County), MPs, utility companies, public transport providers, senior managers as well as members of the public. Excellent communication skills are required to be able to communicate effectively with these stakeholders, both verbally and in writing.
- Carry out day-to-day general administrative duties regarding roadwork's co-ordination and investigate and respond to more complex enquiries or complaints raised by staff and customers.

Footnote: This job description is provided to assist the job holder to know what his/her main duties are. It may be amended from time to time without change to the level of responsibility appropriate to the grade of post.

The following outlines the criteria for this post. Applicants who have a disability and who meet the criteria will be shortlisted.

Applicants should describe in their application how they meet these criteria.

	CRITERIA
QUALIFICATIONS	<ul style="list-style-type: none"> • Good general education to GCSE or equivalent level, including passes at C grade or higher in Maths and English. • City & Guilds accreditation in Street Works; or ONC/BTEC or equivalent NVQ.; EDCL qualification.
EXPERIENCE / KNOWLEDGE	<ul style="list-style-type: none"> • Experience of supervision of staff including HR processes, resource planning and operational supervision. • Relevant experience in Streetworks and Allied industry including experience of traffic management issues and familiarity with reinstatement specifications. Experience of Mayrise or similar EToN software • Relevant experience of legislation and codes of practice as they relate to the role (e.g. Health and Safety, New Roads and Streetworks Act, Highways Act) • Knowledge in the Operation of Permit Schemes would be advantageous
SKILLS AND ABILITIES	<ul style="list-style-type: none"> • Confidence to provide front line support to the public, elected Members, Parish Councils and Kent Police. • Ability to develop good public relations through handling permit requests promptly and effectively • Organised and self-motivated. • Ability to prioritise work • An excellent telephone manner along with outstanding negotiating skills. • PC literate with good keyboard skills. • Ability to analyse information and resolve problems • Good teamwork skills • Attention to detail • Ability to travel around the County
BEHAVIOURS AND KENT VALUES	<p>Kent Values:</p> <ul style="list-style-type: none"> • We are brave. We do the right thing, we accept and offer challenge • We are curious to innovate and improve • We are compassionate, understanding and respectful to all • We are strong together by sharing knowledge • We are all responsible for the difference we make <p>Our values enable us to build a culture that is:</p> <p>Flexible/agile - willing to take (calculated) risks and want people that are flexible and agile</p> <p>Curious - constantly learning and evolving</p> <p>Compassionate and Inclusive - compassionate, understanding and respectful to all</p> <p>Working Together - building and delivering for the best interests of Kent</p> <p>Empowering - Our people take accountability for their decisions and actions</p> <p>Externally Focused - Residents, families and communities</p>

	at the heart of decision making
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