

ROLE PROFILE

Job family	Regulation & Technical	Role profile number	RT08-0526	Grade H
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Job purpose: Monitoring and enforcement of prescribed regulatory areas, which will include but not limited to, recommendations regarding infringement, resolution advice, event based activities. Provision of services of a technical, vocational or specialist operational nature to internal and external customers. To provide legal / regulatory /statutory monitoring and enforcement support within a specific work area.

Grade H posts will be required to undertake research and analyse information to provide recommendations to both internal and external stakeholders. Grade H posts are higher in 'Contacts & Relationships' and 'Creativity & Innovation' with increased impact from decisions made compared with grade G posts. This level of post is common across the organisation as an entry level post within the field where postholders will be working towards a relevant professional qualification.

Factor	Relevant Job Information
Supervision and/or Management of People	No full management of a team but will be required to monitor the quality and quantity of the work of others. Will provide advice, guidance and support to colleagues to ensure whole team achievements are met.
Indicative qualifications	HNC or NVQ level 4 or equivalent experience/skills. ITQ 2 or equivalent skill and ability. Working towards relevant professional qualification. Licence / certificate / qualification required for the role.
Knowledge and Skills	High level of relevant and practical experience acquired on-the-job which demonstrates ability to undertake and develop within the role An advanced understanding of relevant procedures and working practices. Good knowledge of specialist function relevant to service area. Excellent ICT skills including use of Microsoft applications and specialist systems Experience in the research, analysis and presentation of information Experience in the use of specialist equipment / systems / techniques relevant to the role Good communication and interpersonal skills, able to explain technical / legal issues in a straightforward manner Ability to draft up technical reports and draw conclusions from the data to inform decision making. Good knowledge of other areas of the authority relevant to the service Good organisational skills and the ability to prioritise workloads and achieve deadlines
Creativity and Innovation	Creativity and innovation is a feature of the job along with ability to interpret general guidelines to resolve issues. Provide evidence and documentation for the council at inquiries / court etc. Take appropriate action to ensure / support enforcement of / compliance with regulations Undertake the full range of registration duties, conducting legal and civil proceedings as required Issue licences / registrations or other authorisations. Ensure compliance with safe practice and the legal use/operation of specialist equipment. Support the development and delivery of team plans. Identify method of analysis to use and action to be taken within a defined area of responsibility. Recommend options, primarily through reference to precedent, supported by original thinking, within guidelines and procedures
Contacts and Relationships	Providing more specialist / professional advice and guidance where the situation and outcome are not straightforward or well established. Involves supporting or guiding colleagues / customers / stakeholders on issues relevant to the service area. Deal with people at all levels confidently, sensitively and diplomatically. Be first point of contact on a range of queries from internal / external customers, will be dealing with challenging situations where influence could be required.

Factor	Relevant Job Information
	<p>Contacts will include: colleagues, senior managers, partners, customers, members of the public, and stakeholders.</p> <p>Liaise with external agencies to exchange information. Communicate changes in policy and working practice to contacts.</p> <p>May involve contact with solicitors / court officials</p>
Decisions – Discretion & Consequences	<p>Work is carried out following the framework of accessible guidelines and processes.</p> <p>Decisions are made based on a range of established practices</p> <p>The consequences of the decisions will have a material effect on the service.</p> <p>Plan, organise and deliver own work to support the delivery of the regulatory / statutory / legal service and ensure completion of tasks within required standards and timescales.</p> <p>Investigate compliance / legal issues within area of responsibility. Including where required more complex / serious issues within specific area of specialisation</p> <p>Collate, enter, process and analyse information / evidence using the appropriate systems.</p> <p>Research and evaluate information as required and produce reports with recommendations.</p> <p>Work with partner organisations as required</p> <p>Support customers to plan improvements and monitor outcomes.</p> <p>Assist in the preparation of tenders and contracts.</p> <p>Organise and maintain records and documents using appropriate process / system</p>
Resources	Little or no responsibility for physical or financial resources
Work Demands	Work subject to interruptions and at times may be competing demands of work priorities.
Work Environment	<p>Work may require some physical effort.</p> <p>Majority of work may be performed outside in all weathers or exposure to moderate noise or dirty or difficult and unpleasant surroundings / conditions.</p> <p>Work potentially involving some risks due to nature of activities being provided and / or environment or public / customers.</p>
Our Identity	<p>Our Identity sets out who we are and provides a shared understanding of how we are all expected to lead, work and act with each other, our partners and our residents to deliver our services and build stronger communities. They enable us to continually evolve and adapt to meet the changing needs of our residents and ensure that we continue to deliver great services and make a difference to the people of Wiltshire.</p> <p>All of us are expected to demonstrate the elements of Our Identity in how we work to shape and create the organisation we want to be part of. It should influence our decisions, activities, projects and ways of working</p>
Health & Safety	All employees are required to carry out all duties and responsibilities with reasonable care for the health and safety of self and others and report any potential hazards or unsafe practices to their line manager
Equalities	Wiltshire council is committed to ensuring employees do not discriminate against colleagues, suppliers or third parties at work or harass or victimise others. Incidents of discrimination at work are taken seriously and employees are encouraged to report incidents via their manager or anonymously via the whistleblowing policy .
Authority to work in the UK	All employees must have the legal authority to work in the UK. Non-EU nationals must have the relevant approval to work in the UK from the UK Border Agency. Copies of all documents provided as proof of identity are retained for our records, by providing these proofs the council will treat this as consent.

The above profile is intended to describe the general nature and level of work performed by employees in this role and does not detail a list of all duties and responsibilities. The Council reserves the right to amend this role profile as necessary.

ROLE DESCRIPTION

Role description:	Technician	
Role profile family:	Regulation & Technical	
Role profile number and grade:	RT08-0526	Grade H
Number of posts:	1	
Service/Team:	Highways and Streetscene	
Reports to:	Area Manager	

Job Family overview

Regulation & Technical job family overview:

Monitoring and enforcement of prescribed regulatory areas. Provision of services of a technical, vocational or specialist operational nature to internal and external customers

- Assessment of physical or administrative situations
- Judgement or recommendation regarding infringement
- Advice on resolution to participant
- Delivery of authoritative technical services to meet specific event based request
- Vocational and / or theoretical knowledge and skills in specific discipline

Service / function Context

The Local Highway and Street Scene Service is a very visual service providing vital operations. Failure in the service carries national awareness and considerable risk to the Council. Many services must be provided to the legal standard with claims against the Council for failures being made.

The service provides all the Local Highway and Street Scene front line services, via the Highway and Streetscene Contracts. The contracts cover repairing roads, emptying gullies, keeping the streets clean, and grounds maintenance.

The service is also responsible for weather and emergencies including out of hours.

Additionally the team authorises skips and scaffolds placed on the highway, instigates enforcement action and provides legal and technical advice.

Job Purpose

The technician is responsible for the Local Highways and Street Scene operational services within a community area. The service will be provided through a contract in April 2016. The technicians will manage the service to ensure that the community needs and the needs of the asset are met. They will inspect and monitor the condition of the highway ensuring that it is maintained to the statutory standard and provide the necessary documentation to protect the council from claims. They will ensure that roads built by private developers that are to be adopted are constructed in accordance with Wiltshire Council's specifications by monitoring construction works and liaising with the developer's agent.

Specific duties and responsibilities include:

- Act as representative for all operational matters relating to Local Highways and Street Scene functions to include correspondence, press releases, social media (Twitter Feeds etc) and other means of communication.
- Working with local businesses and commercial groups and encourage their support on community involvement and develop opportunities for new income streams i.e. sponsorship and adoption schemes.
- To be the contact for the Town and Parish Council's representative and responsible for their engagement with the Council service provision, prioritising their requests and ensuring the most appropriate use of resources. Resolve complex queries and issues which require technical knowledge, have an understanding of budgets, timescales and availability of resources. Able to explain why certain requests are not achievable, look at possible alternatives and provide alternative solutions
- Responsible for arranging the local liaison/ updates with the Town and Parish Councils to establish their needs and priorities and develop schedules (in partnership with the contractor) that reflect these needs and priorities. Informing Parish and Town Councils, partners and other groups of the resources available and the priorities of the community area.
- To be the representative of the service for national operational issues. Attending forums and networking with such groups as 'Encams' (Keep Britain Tidy), Britain in Bloom, Best Kept Village etc.
- Develop a good working relationship with the term maintenance contractor's agent or representative in relation to the provision and support of the community gangs and supporting services.
- Review, discuss and agree with the contractor the schedules for the following year to ensure they meet the community need.
- Liaise with and provide support to community groups and other organisations in respect of promotions and events and increase community involvement. Be responsible for the issuing of loan equipment and services for community litter picking days. Work alongside local schools and community groups to promote awareness of litter, graffiti fly tipping etc. Encourage community involvement in addressing local problems, such as community clean up days.

- Developing schedules of activities to support communities with National campaigns i.e. Keep Britain Tidy Week, Britain in Bloom etc.
- Arrange partnership working with other landowners such as MOD and housing associations to ensure a coordinated service and maximise the efficient use of resources.
- Buildup, collate and maintain the annual amenity land, community assets and furniture register, inspections and performance monitoring for Local Highways and Street Scene performance indicators and the updating of mapping systems
- Undertake the statutory inspections (to include NI195 etc.).
- Undertake safety checks to include water courses, life buoyancy aids, street furniture, amenity areas and footpaths etc. in accordance with the council's policies.
- Undertake ad-hoc contract performance checks on all services when visiting or passing specific sites or areas such as public conveniences, play areas etc.
- Designing the schedules that ensure inspections meet the required frequency.
- Give assistance in health and safety and risk assessments both the council's and partners seeking advice on proper procedures.
- Undertake 'find, fix and record' where this is the most efficient way to effect repair of defects.
- Initiate initial enforcement procedures in relation to the Highways Act 1980, for example overgrown hedges, obstructions and mud on the road, etc.
- Notify utility companies of defective apparatus in accordance with Section 81 of the New Roads and Streetworks Act 1991.
- Approve the placement of skips, scaffolding, hoarding and deposits of materials on the highway and seek their removal if illegally placed.
- To visit private development construction sites and monitor the construction phases of sites to be adopted and provide advice and resolve issues.
- Keep records of construction depths, levels and drainage systems etc., ensuring materials used meet the required specifications to prevent future highway maintenance liabilities and costs after the site is adopted. Provide assistance to developers or their agents in respect to Wiltshire Council's specifications.
- Maintain a site folder which includes a site diary of activities observed on any given visit
- Liaise with the developer or their agent and inform them of any issues observed or complaints regarding their activities.
- Checking drainage camera investigations.
- Liaise direct with the relevant Highway development control officer in respect to all issues in relation to development sites and liaise with members of other teams in respect to street lighting and structures etc., on site.

- To carry out maintenance/snagging checks on works to be adopted for the issues of Parts 1 and 2 Certificates and Final Adoption.
- To maintain a “watching brief” on sites under construction with no agreements in place.
- The post holder will work with the Council’s Amenity Section 106’s Officers to ensure the Section 106’s and 38’s process is coordinated and when requested, will assist in the Section 106’s transfers of all Local Highway and Street Scene hard and soft areas, to include amenity footpaths, tennis courts, amenity areas, car parks and vehicle accesses.
- Provide cover for other technicians during periods of absences when requested. Provide support to the area engineer in respect to their role in particular with regard to investigations, granting permissions/licences and working with other bodies / originations. Assist in control of emergencies as required.
- Expert knowledge of the Council’s Highway Safety Inspection Manual to carry out driven and walked inspections of the highway network on programme to meet the required deadlines. Assessing the network for safety defects to protect the council from third party claims and prioritising defects for repair. Record the details of safety defects as defined in the Council’s Highway Inspection Manual and raise works instructions for repair.
- Represent the council in court as required for claims made against the authority in respect of the condition of the highway network
- Liaise with the highways systems team suggesting amendments to the programme of inspections to ensure the most efficient way of working.
- Undertake inspections of all Local Highways and Street Scene hard and soft areas and assets to include amenity footpaths, tennis courts, amenity areas, car parks, vehicle accesses, walls, buildings, benches, litter bins, bollards, signs, etc.
- Carry out Find and Fix repairs to identified defects wherever possible to the highway network. Work with the Parish Stewards to carry out Find and Fix repairs that require TM on other roads where possible.

Specific requirements for this post:

- To drive a council provided vehicle daily to undertake duties of the role

Person Specification

Specific qualifications, knowledge, and skills required for this role:

Essential

- HNC or equivalent in civil engineering or horticulture or relevant experience in a highways or street scene post
- Sound knowledge of mapping systems i.e. Arc Mapping Version and GIS
- A sound working knowledge of Code of Practice for litter and refuse, Highways Act 1980, Town and County Planning Act 1990, New Roads and Streetworks Act 1991, Environmental Protect Act 1990, Controlled Waste Regulations 1992, Clean Neighbourhood Act 2005 as required for the role
- Chapter 8 certificate
- Good communication and negotiation skills
- Good computer skills including the use of MS/IT office programmes
- Fluent English

Desirable

- IOSH Managing Safety

Supporting information

Driving classification	
<p>Occasional driver A valid UK driving licence is not required. Occasionally may need to travel to different locations in order to undertake the duties of the role.</p>	<input type="checkbox"/>
<p>Regular Driver Must hold a valid UK driving licence (with no more than 6 penalty points) and have access to either their own car or a pool car in order to undertake the duties of the role unless other forms of transport are available and viable to perform the role, including public transport. Or a reasonable adjustment has been agreed.</p>	<input type="checkbox"/>
<p>Required Driver Must hold a valid UK driving licence (with no more than 3 penalty points) and will drive a vehicle supplied by the Council in order to undertake the duties of the role.</p> <p>Employees should refer to the Corporate Driving at Work policy for further information.</p>	<input checked="" type="checkbox"/>
Political restriction	
<p>This role is politically restricted. The job holder is not permitted to undertake political activity involving standing for election as a member of parliament, as a member of the Scottish or Welsh Parliaments, or as a local councillor. The job holder is furthermore not permitted to canvass on behalf of a political party or a person who is already, or who seeks to be, a candidate. In addition, they may not speak to the public or publish any written or artistic work that could give the impression they are advocating support for a political party</p>	<input type="checkbox"/>
<p>This role is not politically restricted</p>	<input checked="" type="checkbox"/>
Professional fees and related occupational costs	
<p>As part of this role, or to support professional development, the job holder is required to be a member of a professional body or association. The job holder is responsible for payment of all professional fees, memberships, registrations or subscriptions and no reimbursement or contribution towards these will be provided by the council</p>	<input type="checkbox"/>
<p>This role does not have any professional or occupational membership requirements</p>	<input checked="" type="checkbox"/>
Clearances – Disclosure & Barring Service (DBS)	
<p>This role will be engaged in 'regulated activity' providing specific services relating to children or vulnerable adults and is subject to a Disclosure from the Disclosure and Barring Service.</p>	<input type="checkbox"/>
<p>This role is exempt from the Rehabilitation of Offenders Act 1974 and will require an Enhanced DBS check before appointment can be confirmed.</p>	<input type="checkbox"/>
<p>This role is exempt from the Rehabilitation of Offenders Act 1974 and will require a Standard DBS check</p>	<input type="checkbox"/>
<p>The role requires a Basic DBS check to check for convictions and cautions that are considered to be unspent under the terms of the Rehabilitation of Offenders Act 1974.</p>	<input type="checkbox"/>
<p>This role is not subject to a Disclosure from the Disclosure and Barring Service in order to undertake the duties of the role.</p>	<input checked="" type="checkbox"/>

Clearances – Baseline Personnel Security Standard (BPSS)	
This role requires access to the UK government Public Services Network (PSN) and is subject to a BPSS check	<input type="checkbox"/>
This role is not subject to a BPSS check	<input checked="" type="checkbox"/>

Clearances – Non-Police Personnel Vetting (NPPV)	
This role requires working in partnership with the police, and/or having access to Police related systems and is subject to a NPPV check at level 2* . (*regular access to police premises and police information, intelligence and financial or operational assets. Occasional access to those deemed 'secret').	<input type="checkbox"/>
This role requires working in partnership with the police, and/or having access to Police related systems and is subject to a NPPV check at level 3* (*regular unsupervised access to police premises and/or access to police information and/or information systems and/or hard copy material either on police premises or by remote access up to "secret" level. A level 3 includes a check on you, your spouse/partner, co-residents, and all family members).	<input type="checkbox"/>
This role is not subject to a NPPV check	<input checked="" type="checkbox"/>

Safeguarding	
For all roles within Children's Services. Wiltshire Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and all staff are expected to share this commitment. You will be expected to report any concerns relating to the safeguarding of children, young people or vulnerable adults in accordance with agreed procedures. If your own conduct in relation to the safeguarding of children, young people or vulnerable adults gives cause for concern, the council's agreed child protection/vulnerable adults protection procedures will be followed.	<input type="checkbox"/>
For all roles within Adult Social Services. Wiltshire Council is committed to safeguarding and promoting the welfare of vulnerable adults and all staff working for the council are expected to share a commitment to this. You will be expected to report any concerns relating to the possible abuse of a vulnerable adult in accordance with the agreed interagency safeguarding adults' procedures. If your own conduct in relation to the safeguarding of vulnerable adults gives cause for concern, the council's agreed interagency safeguarding adults' procedures will be followed, alongside implementation of the council's disciplinary procedure. The job holder is accountable for their safeguarding of vulnerable adult responsibilities to their line manager.	<input type="checkbox"/>
For all other roles within the council. Wiltshire Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and all staff are expected to share this commitment. You will be expected to report any concerns relating to the safeguarding of children, young people or vulnerable adults in accordance with agreed procedures. If your own conduct in relation to the safeguarding of children, young people or vulnerable adults gives cause for concern, the council's agreed child protection/vulnerable adults protection procedures will be followed.	<input checked="" type="checkbox"/>