

# NETWORK PERMIT OFFICER



**PLYMOUTH**  
CITY COUNCIL

## Role Profile

<b>Title</b>	Network Permit Officer	
<b>Grade</b>	GRADE D	
<b>Reference:</b>	N898	
<b>Reports to:</b>	Network Manager	
<b>Work style Definition</b>	Fixed Based Worker	
<b>Job Type:</b>	Semi Professional	
<b>Primary purpose of role</b>	<p>To work as part of the Network Management Team, whose function it is to ensure that all streetworking activity is planned, inspected, processed and carried out in accordance with regulations.</p> <p>To plan, co-ordinate, monitor and inspect the streetwork activity of public utility companies, the Council and other contractors, in order to ensure that all road works are carried out within the boundaries of a strict legal framework.</p>	
<b>Key accountabilities and key measures</b>	<b>Role outcomes</b> <ul style="list-style-type: none"> <li>▪ Ensure that the service operates and develops effectively for the benefit of our customers (15%)</li> <li>▪ Ensure consistent and accurate inputs/outputs that will provide confidence in the procedures (10%)</li> <li>▪ Ensure expeditious movement of traffic on the Network (20%)</li> <li>▪ Ensure timely management and coordination to enable those working on the highway have their activities comprehensively managed to fulfil the Council's requirements (10%)</li> <li>▪ Liaise with the utility company to a satisfactory conclusion where disputes occur (10%)</li> <li>▪ Ensure works are being carried out correctly as per the approved permit (5%)</li> </ul>	<b>Role measures</b> <ul style="list-style-type: none"> <li>▪ Team provided with the necessary technical and operational support</li> <li>▪ Conflicts resolved effectively. Refusals, directions or variation requests acted on immediately by updating the permit as required</li> <li>▪ Contribute to the development of operating procedures and manuals</li> <li>▪ Consider permit applications and exercise professional judgement in reviewing detailed traffic management arrangements, including Rd closures, temporary lights, diversions or are to occur on traffic sensitive streets</li> <li>▪ Maintain precise and accurate and up to date records in line with permit procedures, NRSWA and TMA legislation</li> <li>▪ Contribute to technical and operational system testing and</li> </ul>

	<ul style="list-style-type: none"> <li>Uphold standards of best practice (5%)</li> <li>Apply the fees, fines, charges and FPNs and ensure they are managed in line with the Legislation. Support the process for ensuring utility companies fees and fines are set, invoiced and paid accordingly (25%)</li> </ul>	<ul style="list-style-type: none"> <li>help deliver additional training for the end users across the department as required</li> <li>Assist with checking work for third parties</li> <li>Remain up to date and compliant with all relevant legislation, organisational procedures, policies and professional codes of conduct</li> </ul>
<b>Key activities</b>	<ul style="list-style-type: none"> <li>Process permit applications and accurately modify, vary, reject or grant permit applications using appropriate conditions when necessary. Communicate consistently and effectively with utility companies regarding permit refusals, permit directions and variations (25%)</li> <li>Assist in the coordination of all lower risk activities undertaken on the highway, including street works and permitting carried out by the Council, its agents and utility companies whilst ensuring they are carried out in accordance with the national conditions for Permit Schemes, Codes of Practice of the New Roads and Street Works Act 1991 with minimum disruption to highway users (10%)</li> <li>Assist with the administration of permit fee income and other applicable charges for works on the highway. The postholder will assist in ensuring permit applications are assessed within applicable timelines applying any required conditions (10%)</li> <li>When requested, research data system and undertake enquiries to identify relevant background information concerning invoices subject of query, liaising as necessary with works promoters or their contractors (10%)</li> <li>Resolve and respond to queries and representations judging when to refer on complex queries or involve others to ensure an effective service giving clear advice to colleagues or customers (10%)</li> <li>Contribute to ensuring compliance with relevant legislation including NRSWA, the HA and the TMA including all relevant codes of practice ('Coordination of Street Works and Works for Road Purposes and Related Matters') so the Council may fulfil its statutory duties (5%)</li> <li>Analyse and interpret complex information in order to prepare reports, plans and a range of written material (5%)</li> <li>Assist in the co-ordinate activities on the Council's highway network concerning skips, scaffolds, private contractors and special events which may impact on the availability of the public highway (10%)</li> <li>Assist in dealing with all aspects of section 74 and FPN investigations including ascertaining responsibility, charge liability and correspondence with the utility company. Maintain accurate records to enable comparison (5%)</li> </ul>	

	<ul style="list-style-type: none"> <li>▪ Build and maintain effective working relationships with all utilities, understanding the individual needs and requirements from each one (5%)</li> <li>▪ Prepare weekly road report (5%)</li> <li>▪ Carry out other duties appropriate to the grade of the post</li> </ul>
<b>Essential qualifications/ knowledge</b>	<ul style="list-style-type: none"> <li>▪ Good basic level of education including GSCE (or equivalent) in English and Maths</li> <li>▪ Knowledge and understanding of the role of Local Authorities in the implementation of its duties and responsibilities, particularly within Highways</li> <li>▪ Knowledge and understanding of Highways legislation</li> </ul>
<b>Desirable qualifications/ knowledge</b>	<ul style="list-style-type: none"> <li>▪ Trained in Sector 12D, T7 or undertaken a previous Chapter 8 accreditation.</li> <li>▪ BTEC Highway Legislation &amp; Administration</li> <li>▪ BTEC Highways Act 1981</li> <li>▪ Full driving licence</li> </ul>
<b>Essential experience</b>	<ul style="list-style-type: none"> <li>▪ Experience in customer service</li> <li>▪ Experience of conflicts and finding solutions</li> <li>▪ Experience of working in an office environment</li> <li>▪ Understanding the road user's interests.</li> </ul>
<b>Desirable experience</b>	<ul style="list-style-type: none"> <li>▪ Experience of using and understanding the Highways Act 1980, New Roads &amp; Street Works Act 1991 and Traffic Management Act 2004.</li> <li>▪ Experience of working with / advising external contractors</li> <li>▪ Previous experience working in a highways environment with working knowledge of Highway Management and the Network Management</li> <li>▪ Minute Taking</li> </ul>
<b>Essential skills</b>	<ul style="list-style-type: none"> <li>▪ Excellent communicator both verbal and written, particularly with staff, contractors, utilities, Members and the public.</li> <li>▪ Strong interpersonal, reasoning, influencing and negotiating skills</li> <li>▪ Ability to understand and advise others on the relevant legislation and codes of practice.</li> <li>▪ Able to communicate the Plymouth City Council's requirement to persons working for other organisations.</li> <li>▪ Self-motivated, able to work under considerable pressure at times.</li> <li>▪ Calm in a crisis and high personal integrity</li> <li>▪ Ability to meet deadlines and prioritise.</li> <li>▪ A self-motivated, customer focused and performance oriented team player</li> <li>▪ Able to prioritise and manage own workload</li> <li>▪ Methodical and well organised.</li> </ul>

	<ul style="list-style-type: none"><li>▪ Good working knowledge of word processing, spreadsheets, databases and keyboard skills</li><li>▪ Ability to quickly learn and operate a variety of new computer applications, including mapping systems</li></ul>
<b>Corporate standards</b> <ul style="list-style-type: none"><li>▪ In accordance with Council policies and guidance on information management and security, it is your personal responsibility for data protection, client confidentiality and information governance.</li><li>▪ Act at all times in accordance with appropriate legislation and regulations, codes of practice, the provisions of the Council's constitution and its policies and procedures.</li><li>▪ Work within the requirements of the Council's Health and Safety policy, performance standards, safe systems of work and procedures.</li><li>▪ Undertake all duties with due regard to the corporate equalities policy and relevant legislation.</li></ul>	