

NETWORK TECHNICIAN



Role Profile

Title	Network Technician	
Grade	GRADE D	
Reference:	N478	
Reports to:	Network Manager	
Work style Definition	Fixed base office worker	
Job Type:	Frontline Worker	
Primary purpose of role	To support the Network Coordinator in managing works being carried out by PCC contractors, Statutory Undertakers and Private Contractors. Ensure permits, licences and all works are carried out in accordance with the New Road and Street Works Act 1991 and the Highways Act 1980 in order to reduce congestion on the public highway	
Key accountabilities and key measures	<p>Role outcomes</p> <ul style="list-style-type: none"> ▪ Check applications, coordinating works, process notices and permits for private contractors and Plymouth City Council contractor works and inputting them onto Network Management System. (10%) ▪ Issue permits and licences, including taking payment and issuing defect notices for skips and scaffolds, vehicle crossings, banners, S171, S50, cranes and highway tables and chairs. (15%) ▪ Issue Street Works notices including Section 81, 74, 72 and Fixed Penalty Notices to statutory undertakers (15%) ▪ Checking abnormal load notices and coordinating movements, consulting appropriate Highways Sections to ascertain if route is appropriate updating register (5%) ▪ Application of business processes to proceed with the enforcement of illegal activity and obstructions on the Network. (15%) ▪ Production of Temporary Traffic 	<p>Role measures</p> <ul style="list-style-type: none"> ▪ All works correctly noticed and supporting documents supplied and ensuring that clashes are avoided wherever possible. ▪ Ensure conditions of all permits and licences are met including expiry and granting extensions. ▪ Notices issued correctly with supporting evidence to statutory undertakers and all chargers raised within statutory timescales ▪ Abnormal loads traversing the network with minimal disruption ▪ Illegal activity recorded and reduced on the network ▪ Notices and orders processed correctly and within set time constraints in line with the Traffic Orders (procedure) Regulations. ▪ Successful recovery of costs for Green Claims and increased

	<p>Regulation Orders to facilitate road closures and temporary restrictions for works and events. (20%)</p> <ul style="list-style-type: none"> ▪ Gathering evidence for the successful handling of both Red & Green Claims. Pursuance of the recovery of costs for Green Claims. Coordination of evidential documents and possible court attendance for Red Claims. (20%) 	repudiation rate for Red Claims.
Key activities	<ul style="list-style-type: none"> ▪ Impose variation, conditions & comments on permits (5%) ▪ Investigate complaints relating to permits and street works seeing through to a satisfactory conclusion (5%) ▪ Manage the domestic vehicle crossings process, issuing applications, letters of approval/refusal & permits to work (10%) ▪ Issue Section 81, 72 & 74 notices and supporting evidence to Statutory Undertakers (5%) ▪ Issue 28 day notices for obstructions & illegal works, ensuring inspections and evidence are recorded and issued on time. Instigate any additional follow ups for enforcement. Raise works orders, recover income and reconcile finances (5%) ▪ Issue Fixed Penalty Notice's to Statutory Undertakers in line with the New Roads and Street Works Act (5%) ▪ Manage Skips, Scaffold & S171 permits, S50, tables & chairs & Crane over sail licences ensuring inspections are carried out and all conditions imposed on permits are adhered to, issue defect notices and invoices, maintain register (10%) ▪ Prepare weekly road report (2%) ▪ Maintain abnormal loads register (2%) ▪ Manage the permit system for placing and removing banners & Signs (2%) ▪ Maintain red claims register, gather and supply all defence documents for Red Claims. Attend regular meetings with the Plymouth City Council Insurance team and attend court if/when required (10%) ▪ Maintain green claims register and gather evidence in order to pursue 3rd parties for Green Claims (5%) ▪ Raise invoices & taking payments (2%) ▪ Raise works orders to Plymouth City Council contractor (2%) ▪ Manage events process, including raising Temporary Traffic Road Order's and attending event meetings (10%) ▪ Investigate and respond to customer enquiries (10%) ▪ Attend and minute meetings as and when required (5%) ▪ Support Network Co-ordinator & Network Manager (5%) ▪ Carry out other duties appropriate to the grade of the post 	
Essential qualifications/knowledge	<ul style="list-style-type: none"> ▪ Good basic level of education including GSCE (or equivalent) in English and Maths ▪ Ability to understand and advise others on the relevant legislation and codes of practice. ▪ Knowledge of or understanding of Highways legislation ▪ Customer service 	
Desirable qualifications/	<ul style="list-style-type: none"> ▪ Trained in Sector 12D, T7 or undertaken a previous Chapter 8 accreditation. 	

knowledge	<ul style="list-style-type: none"> ▪ BTEC Highway Legislation & Administration ▪ BTEC Highways Act 1981 ▪ Full driving licence
Essential experience	<ul style="list-style-type: none"> ▪ Experience in customer service ▪ Experience of conflicts and finding solutions ▪ Experience of working in an office environment ▪ Ability to quickly learn new computer applications, including mapping systems ▪ Understanding the road user's interests.
Desirable experience	<ul style="list-style-type: none"> ▪ Experience of using and understanding the Highways Act 1980, New Roads & Street Works Act 1991 and Traffic Management Act 2004. ▪ Experience of working with / advising external contractors ▪ Previous experience working in a highways environment with working knowledge of Highway Management and the Network Management ▪ Minute Taking
Essential skills	<ul style="list-style-type: none"> ▪ Excellent communicator both verbal and written, particularly with staff, contractors, utilities, Members and the public. ▪ Strong interpersonal, reasoning, influencing & negotiating skills ▪ Able to communicate the Plymouth City Council's requirement to persons working for other organisations. ▪ Knowledge and understanding of the role of Local Authorities in the implementation of its duties and responsibilities, particularly within Highways ▪ Self-motivated, able to work under considerable pressure at times. ▪ Calm in a crisis and high personal integrity ▪ Ability to meet deadlines and prioritise. ▪ A self-motivated, customer focused and performance oriented team player ▪ Able to prioritise and manage own workload ▪ Methodical and well organised. ▪ Good working knowledge of word processing, spreadsheets, databases and keyboard skills ▪ Aptitude to learn quickly and to operate a variety of computer based systems.
<p>Corporate standards</p> <ul style="list-style-type: none"> ▪ 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. ▪ 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. ▪ Work within the requirements of the Council's Health and Safety policy, performance standards, safe systems of work and procedures. ▪ Undertake all duties with due regard to the corporate equalities policy and relevant legislation. 	