

Job Description and Person Specification



Job Description

Job Title	Traffic Systems Technician
Grade	4
Service	Transport & Highways
Reports to	Principal Engineer
Location	Friargate
Job Evaluation Code	D2855D



About Coventry City Council

Who we are: At Coventry City Council we are dedicated to making a positive difference to the services we deliver to the diverse citizens of Coventry. The work we do improves people's lives – from helping them into work to providing clean and green places to live, to keeping people safe and protected.

As a Coventry City Council employee, you have our ongoing commitment to your growth and development with opportunities to work across multiple service areas including customer contact, public health prevention and education and skills, adults and children's services and provide support for the most vulnerable.

Our aim is simple – to be globally connected, locally committed, deliver our priorities with fewer resources whilst effectively managing our performance and measuring our progress.

Our Values: We expect everyone who works for us to be committed to our One Coventry values and to share our commitment to becoming a more diverse and inclusive organisation:



About the Service your team will provide

Purpose of the role / Output

Working across three specific Traffic and Network Management areas - Urban Traffic Management & Control Systems (UTMC), Traffic & Road Safety and Network Co-ordination, provide technical support and assistance with the day to day functions of the teams, which cover: reduction of traffic congestion by providing cover in the traffic control centre, dealing with faults relating to traffic signals and other intelligent transport systems, Urban Traffic Control Traffic Management, Road Safety, Street Lighting PFI, and Network Co-ordination.

You will be working closely with the respective team members, external consultants and contractors and will learn through association the duties and responsibilities of each area.

Main Duties & Key Accountabilities

Core Knowledge

- To assist in the operation of Urban Traffic Management and Control Systems (UTMC) to reduce traffic congestion, including providing cover in the traffic control centre and dealing effectively with faults relating to traffic signals and other intelligent transport systems.
- To review and process footage of recorded parking and traffic contraventions and carry out the inputting and processing of data and digital images onto the Council's Penalty Charge Notice processing system.
- To identify and capture potential parking and traffic contraventions using digital CCTV enforcement systems.
- To assist in the design, procurement, implementation, operation and maintenance of traffic signal control and other intelligent transport systems, including traffic monitoring systems, variable message signs, parking guidance systems and journey time monitoring equipment.
- To assist in processing and recording New Traffic Regulation Orders (permanent and temporary), along with maintaining accurate records of existing traffic regulation orders, including associated legal and technical requirements, updating the Council's GIS map-based inventory of parking and moving traffic regulations as required.

- To assist in traffic sign design and traffic management functions in accordance with statutory regulations to minimise any unnecessary disruption to the free flow of traffic on Coventry City Council's highway network including the movement of abnormal loads, roadworks and skip licensing.
- To assist with the investigation and recording of requests for traffic measures, including disabled parking bays, enquires raised by elected members and the general public to address parking and other traffic management problems.
- To produce appropriate reports and documents as required.
- Develop IT skills and become familiar with the software currently in use in the respective teams.
- Develop and maintain effective partnerships within the City Council, neighbouring authorities, and with the public and private sectors as required.
- Attend, as appropriate, meetings and forums to provide information and advice on relevant Traffic and Transportation matters relating to the work of the different teams.
- To assist in the promotion of a customer focussed approach to service delivery through regular consultation and engagement with local communities, members, partners and stakeholders.
- To be committed to personal learning and development in order to keep up to date with new legislation, procedures, techniques and research, in order to promote continuous improvement.
- Any other duties and responsibilities within the range of the salary grade.

Key relationships

External Emergency Services Members of the Public Utility & other companies	Internal Collaboration with other service areas at all levels
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Standard information

Post holders will be accountable for carrying out all duties and responsibilities with due regard to Code of Conduct, Safeguarding, Health & Safety and the City Council's Workforce Diversity and Inclusion Policies.

Duties which include processing of any personal data must be undertaken within the corporate data protection guidelines.

Smoke Free

The City Council is Smoke - Free. Smoking is not permitted on any of our premises or the surrounding land including car parking facilities.

Training

The postholder must attend any training that is identified as mandatory to their role.

Responsible for:

Staff managed by postholder:

N/A

Person specification

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Knowledge	
Appreciation or knowledge of Traffic & Transportation and relevant Highway legislation including Traffic Regulation Orders	
Knowledge of the principles of good customer care	
Awareness of equal opportunities issues in the workplace and in service provision	
Knowledge and understanding of civil enforcement processes	
Awareness of the principles of Urban Traffic Management and Control	
Skills and Abilities	
Ability to use and understand IT systems in an office based environment including basic CAD, GIS/MapInfo and MS Office programs.	
Ability to work to deadlines and work under pressure.	
Ability to produce clear concise written communications.	
Good verbal communication skills.	
Innovative and adaptable approach to solution finding.	
Ability to work as part of a team to achieve team goals	
Experience	
It would be an advantage to have experience of working for or with Local Authority, but not essential.	
It would be an advantage to have experience of operating CCTV systems but not essential.	
Experience of being part of a team, but also able to act under your own initiative.	
It would be an advantage if you had experience of data collection, recording and monitoring of data, but not essential.	

Qualifications
Good general education
GCSE standard or equivalent in English and Maths
Special Requirements
<p>Able to work outside normal office hours, as and when required by the service.</p> <p>It is essential for the UTMC technician role that the employee will be required to work 37 hours per week on a rotating shift pattern - 7am to 3pm one week and 11am to 7pm the following week.</p> <p>Occasionally there will also be a need to stay later than 7pm if there is a major incident on the road network that requires monitoring of traffic signals and manual management of the timings of the signals until traffic congestion is minimised.</p> <p>There will also be a requirement to work overtime as required to cover major events including pop concerts, sporting events and other events that involve some of the road network being closed and traffic diverted elsewhere. This requirement is shared across the team.</p>

Date Created	May 2021	Date Reviewed	November 2022
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