Job Description
and
Person Specification

Job Description

Job Title	Urban Traffic Management and Control (UTMC) Technical Support Apprentice
Grade	Apprentice
Service	City Services – Transport and Innovation
Reports to	Principal Officer – Traffic Signals
Location	Friargate Floor 8
Job Evaluation Code	

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

Under the general direction of the Principal Officer – Traffic Signals the post holder will:
1. Provide high quality support to the service as it works to manage the efficient flow of traffic around the city's highway network.
2. Assist in the collection, management and analysis of traffic signal, camera and monitoring sensors and data across the network.
3. Support innovative schemes and programmes of works to increase our understanding of how the network operates, such as through the use of AI, to help people and goods to move around and through the city, contributing to the achievement of the City Council's vision and objectives for a growing and sustainable city.

Main Duties & Key Accountabilities

Key Functions

1. Provide a range of general admin tasks to support the work of the UTMC Team.

2. Raise purchase orders and maintain financial records to assist with effective budget management.

3. Respond to telephone enquiries, taking messages where necessary and passing them to the relevant person.

4. Monitor and maintain computerised systems, retrieving information as requested, and ensuring that information, team members and partners are kept up to date.

5. Undertaken data input and document production using a range of systems in use within the team to monitor the performance of the highway network.

6. Assist the UTMC Technicians, monitoring network operation and providing short term cover as necessary to the UTMC Desk.

7. Be proficient in the use of a range of office equipment such as telephones, photocopiers, laminators, scanners.

8. Support officers at meetings with external partners and suppliers, taking minutes and circulating.

9. Be able to work as part of a team, demonstrating flexibility in the approach to work as required by the service.

10. Any other duties and responsibilities within the range of the salary grade.

Key relationships

External	Internal
Works Contractors Members of the Public Travel for West Midlands CBS Arena National Highways Emergency Services	Other member of the UTMC team and Transport and Innovation Service Emergency Service Unit Events Team Councillors Communications

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

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Knowledge

Basic knowledge of services that are provided by Local Government
Basic knowledge of a range of IT applications e.g. word, excel, email

Skills and Abilities

Keyboard skills and the ability to undertake training in a variety of IT systems
Good communication skills in order to take information from people and answer basic technical queries
Ability to work accurately to follow procedures and undertake straightforward arithmetic calculations
Able to work to deadlines
Able to operate a range of office equipment
Able to demonstrate a flexible approach to work patterns and systems, work effectively as part of a team.

Experience

Some experience of using computer systems, and Microsoft packages such as powerpoint, excel, word and outlook
Some experience of an office based environment would be advantageous.

Qualifications

Maths and English GCSE 4/C or above (Or equivalent) or ability to complete Maths and English Functional Skills level 2 as part of an apprenticeship
Ability to complete Level 3 Business Administrator Apprenticeship Standard

Special Requirements

Willingness to undertake any necessary formal training

Date Created	April 2024	**Date Reviewed**	April 2024