

# Job Description and Person Specification

Role: Traffic Systems Technician



# Job Description

<b>Job Title</b>	Traffic Systems Technician
<b>Grade</b>	4
<b>Service</b>	City Services – Traffic and Network Management
<b>Reports to</b>	Principle Officer (Traffic Systems)
<b>Location</b>	One Friargate
<b>Job Evaluation Code</b>	TBC



# 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 Priorities** – Increasing the economic prosperity of the city and region, improving outcomes and tackling inequalities within our communities, and tackling the causes and consequences of climate change.

**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

Working within the Traffic and Network Management Service, with a focus on Urban Traffic Management & Control Systems (UTMC), you will provide technical support and assistance with the day to day operation of the UTMC Service, covering a range of functions including, traffic signal system control, the management and 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, and works 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 the service 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 shift based cover in the traffic control centre, dealing effectively with faults relating to traffic signals and other intelligent transport systems
- To work with other teams within the Local Authority to ensure the Council complies with the traffic Management Act 2004
- To organising switch off/on of permanent traffic signals for Utility works.
- 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 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 improvements in traffic measures, including the upgrade and management of existing and provision of new intelligent traffic systems enquires raised by elected members and the general public.
- To maintain records, databases and produce appropriate reports and documents as required including associated with asset and financial management.
- 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 prepare and issue updates on traffic disruption using established communications channels including social media, and variable message signs.
- To support events across the city including working out of hours where necessary.
- 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.

## Key relationships

### External

Intelligent Traffic System Providers  
National Highways  
Transport for West Midlands  
Bus, rail and taxi companies  
Event organisers including CBS Arena, Coventry University, University of Warwick, Skydome, Coventry Rugby Club, Coventry BID  
West Midlands Police  
West Midlands Ambulance Service  
West Midlands Fire Service  
Warwickshire County Council  
Solihull Metropolitan Borough Council

### Internal

City Services – especially Highways, Parking, Lighting and the rest of the Policy and Innovation Team  
Economic Development – especially the Events Team  
Communications Team

## 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:

NA

## Person specification

<b>Job Evaluation Code</b>	TBC
<b>Knowledge</b>	
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 Traffic Management and permitting of street works.	
Awareness of the principles of Urban Traffic Management and Control.	
<b>Skills and Abilities</b>	
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.	
<b>Experience</b>	
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.	

<b>Qualifications</b>
Good general education.
GCSE minimum standard Level 4 or equivalent in English and Maths.
<b>Special Requirements</b>
Able to work outside normal office hours, as and when required by the service.
It is essential for the UTMC technician role that the employee will be required to work 37 hours per week with the need to work 7am to 3pm one week and 11am to 7pm the next. On occasions there will also be a requirement 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. 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.

<b>Date Created</b>	May 2021	<b>Date Reviewed</b>	21/01/2025
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