

# Job Description and Person Specification

Role: Traffic Order Technician



# Job Description

<b>Job Title</b>	Traffic Order Technician
<b>Grade</b>	G4
<b>Service</b>	Traffic
<b>Reports to</b>	Principal Officer – Traffic Management
<b>Location</b>	Friargate
<b>Job Evaluation Code</b>	D2858D



# 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

To provide technical support as part of a team to ensure that traffic regulation orders and similar measures are introduced and maintained in accordance with legal requirements to improve the safety and efficiency of the highway network.

## Main Duties & Key Accountabilities

### Core Knowledge

- To assist with the investigation of enquires raised by elected members and the general public associated with highways, parking and other traffic management problems.
- To maintain a register of requests for traffic regulation measures, including those received through petitions and assist in processing, advertising and responding to them in accordance with Council policies, procedures and relevant legal requirements.
- To maintain 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 collate and process reports of signing and lining defects associated with existing traffic regulation orders, ensuring that works instructions are placed and monitored with the relevant contractor to rectify all defects as soon as practicable.
- To assist with the preparation of technical drawings and legal documentation associated with the introduction of traffic regulation orders in accordance with national and local policies and procedures.
- To attend appropriate meetings and forums and provide information and advice on relevant traffic management matters relating to the work of the team.
- To assist in the preparation of documents and plans on all aspects of the team's activities.
- To assist with the preparation of reports, including to Cabinet Member meetings in response to petitions and other requests for traffic regulation measures.
- To liaise with other in-house teams as part of the design and implementation process and build effective working relationships with colleagues throughout the authority and representatives of outside organisations as required.
- 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

<b>External</b> Members of the Public Police Local Authorities Other external bodies	<b>Internal</b> All Council Departments Councillors MP's
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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

<b>Job Evaluation Code</b>	D2858D
<b>Knowledge</b>	
A basic understanding of Highways issues including traffic and parking	
Principles of customer care	
Awareness of equal opportunities issues in the workplace and in service provision	
<b>Skills and Abilities</b>	
Ability to analyse data in order to assess problems and recommend possible solutions	
Verbal and written communication skills to the appropriate level	
Ability to develop good working relationships with members of the public, Elected Members, colleagues, partners and stakeholders	
IT skills and awareness of relevant systems	
Able to produce and co-ordinate documents and reports on traffic management matters	
Ability to represent the Service and provide advice on traffic management matters	
<b>Experience</b>	
Working effectively with colleagues and outside organisations	
Use of office based ICT packages including spreadsheets	
<b>Special Requirements</b>	
Able to work outside normal office hours, as and when required by the service.	

<b>Date Created</b>	July 23	<b>Date Reviewed</b>	July 24
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