

Job Description



Job Title: Technical Support Officer	Service Area: Highways & Sustainable Transport	
Directorate: Environment & Sustainable Transport	Post Numbers: 10024502	Evaluation Numbers: 6647
Grade: Scale 5	Date last updated: January 2023	

BUILDING A FAIRER NEWHAM

We are committed to building a fairer Newham for our residents and Council staff. Our approach is a collaborative joint enterprise between residents, the Mayor, Members, Council staff and the Corporate Management Team.

EQUALITY AND DIVERSITY

We are committed to and champion equality and diversity in all aspects of employment with the London Borough of Newham. All employees are expected to understand and promote our Equality and Diversity Policy in the course of their work.

PROTECTING OUR STAFF AND SERVICES

Adherence to Health and Safety requirements and proper risk management is required from all employees in so far as is relevant to their role. All employees are expected to understand and promote good Health and Safety practices and manage risks appropriately.

Overall Purpose of Job

The purpose of the Technical Support Officer role is to provide professional Support Service working within the Parking Design team. This includes:

1. To support the Council's vision and provide a consistently high quality, cost effective and timely administrative support service.
2. To ensure that a professional administration function is delivered to a high level of accuracy and to corporate standards.
3. To support and contribute to the development, implementation and maintenance of schemes through various stages to enable the delivery of various parking and highways schemes within the Highways and Sustainable Transport service area.

Job Context

1. The post-holder reports to the Senior Project Manager within the Traffic Management, Road Safety and Parking Design Team.
2. The post-holder is responsible for supporting and contributing to the development of parking and highway schemes through various stages from inception and investigation stage, through initial design and consultation, to detailed design and implementation, obtaining as necessary the required approvals and consents.
3. The post-holder is responsible for accurately recording, monitoring, managing, reporting and engaging with internal and external parties and stakeholders regarding specific parking and highways related matters.
4. The post-holder may be required to work evenings, weekends and occasional public holidays, in order to meet service requirements.
5. The post-holder has specific Health and Safety and risk management responsibilities in respect of co-ordinating service delivery.

Key Tasks and Responsibilities

Key tasks and responsibilities are intended to be a guide to the range and level of work expected of the postholder. This is not an exhaustive list of all tasks that may fall to the postholder and employees will be expected to carry out such other reasonable duties which may be required from time to time.

- To be a member of the Transport Policies and Programme team.
- To support and contribute to the development of parking and highway schemes through various stages across the borough.
- To review, identify and suggest improvements to parking and other highways processes related to schemes across the borough; localised safety controls and traffic flow improvements.
- To help carry out reviews, analysis and, as a result, propose solutions that could address the traffic and parking concerns, within constraints of both finance and minimum disruption to traffic.
- To maintain records in a systematic and accessible format.
- To arrange the necessary surveys or field work in relation to vehicle counts/duration surveys to clarify the situation at particular sites.
- To liaise with other teams and groups both within Highways and Sustainable Transport and the wider council.
- To respond to inquiries from the public and/or Councillors and to initiate reports.
- To design public consultation documents and arrange distribution. To note and analyse comments gained from the consultation and make proposed alterations as required to the original scheme proposals.

- To liaise with external organisations including other boroughs, departments and Councillors and to deal with enquiries of a specific and often contentious nature from member of the public.
- To organise own workload together alongside other team members to achieve targets set in conjunction with management.
- To provide input into developments of new techniques and working practices.
- To help organise sections' workload in order to improve efficiencies, maximise the groups' output and cost effectiveness
- Such other duties, within the competence of the post-holder, which may be required, reasonably, from time to time
- All duties to be carried out in compliance with relevant Health and Safety legislation

Specific Requirements of Job

The Parking Design service is responsible for the delivery of parking and other highway schemes and services within the Highways & Sustainable Transport team.

As a Technical Support Officer in the Parking Design team (including Traffic Orders, Sustainable Transport and Road Safety), the post holder will be required to undertake a variety of administrative duties and day to day functions which include:

- Supervision and coordination of elements of parking related matters assigned to engineers within the team.
- Co-ordinating information required for site visits in relation to Disabled Resident bay, Access Protection and RPZ review enquiries within respective RPZs.
- Responding to and logging both general and high-profile inquiries such as emissions-based parking permit charges.
- Dealing with the Disabled Resident bay application process, responses and maintenance of accurate records.
- Dealing with the dropped kerb application process responses and maintenance of accurate records.
- Monitoring the Disabled Resident bay applications, EVCB and RPZ review mailboxes and advising on scheme progression as necessary;
- Developing, updating and maintaining Disabled Resident Bay, Access Protection and RPZ review works programmes and accurate records.
- Assist with the maintenance of accurate records of traffic orders and corporate datasets, including spatial data to ensure enforcement and design activity is based on accurate information.

Personal Specification



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CRITERIA	METHOD OF ASSESSMENT
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PROTECTING OUR STAFF AND SERVICES Adherence to Health and Safety requirements and proper risk management is required from all employees in so far as is relevant to their role. All employees are expected to understand and promote good Health and Safety practices and manage risks appropriately.	

<p>KNOWLEDGE & ABILITY</p> <p>A confident, clear and effective communicator with the ability to adjust their communication both orally and in writing to a variety of people.</p> <p>Ability to understand and respond effectively to enquiries and correspondence from the public and other organisations.</p> <p>Ability to produce cogent written reports and letters formed by collated, analysed and interpreted data.</p> <p>Ability to work effectively on own initiative within defined parameters/deadlines.</p> <p>Ability to use IT and familiar Microsoft Office software programs and willing to learn new software skills.</p> <p>Sound problem-solving skills, and ability to quickly evaluate situations and initiate appropriate actions.</p>	<p>Application Form/Interview</p> <p>Application Form/Interview</p> <p>Application Form/Interview</p> <p>Application Form/Interview</p> <p>Application Form/Interview</p> <p>Application Form/Interview</p>
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<p>QUALIFICATIONS:</p> <p>GCSE including English language</p>	<p>Application Form/Certificate</p>
<p>CRB</p> <p>This post is not subject to a CRB check</p>	
<p>EXPERIENCE:</p> <p>A proven record of communicating in person, by telephone and in writing in a calm, courteous and confident professional manner.</p> <p>Experience of administration work</p> <p>Experience of analysing problems and identifying solutions</p> <p>Experience of developing good working relationships with a wide range of internal and external bodies and customers as part of developing effective service delivery</p> <p>Experience in the preparation, writing and submission of reports</p>	<p>Application Form/Interview</p> <p>Application Form/Interview</p> <p>Application Form/Interview</p> <p>Application Form/Interview</p> <p>Application Form/Interview</p>

<p>SKILLS AND ABILITIES:</p> <p>A confident, clear and effective communicator with the ability to adjust communication style to meet the needs of different audiences</p> <p>Ability to listen, understand and respond effectively to enquiries and correspondence from the public and other organisations</p> <p>Ability to produce cogent written reports and letters</p> <p>Ability to collate, analyse and interpret data</p> <p>Ability to keep to deadlines and to prioritise effectively</p> <p>Ability to work effectively on own initiative within defined parameters</p> <p>Ability to contribute and work harmoniously in a team situation.</p>	<p>Application Form/Interview</p> <p>Application Form/Interview</p> <p>Application Form/Interview</p> <p>Application Form/Interview</p> <p>Application Form/Interview</p> <p>Application Form/Interview</p>
<p>PERSONAL STYLE AND BEHAVIOUR:</p> <p>Committed to the achievement of equal opportunities</p> <p>Flexible, adaptable and accepts change</p> <p>Committed to quality outputs</p> <p>Persuasive, persistent and determined</p> <p>Deals well with conflict resolution</p> <p>Probity and honesty</p> <p>Politically aware</p>	<p>Application Form/Interview</p>
<p>OTHER SPECIAL REQUIREMENTS</p> <p>Willingness/ability to work out of hours</p>	<p>Application Form/Interview</p>