

Job Title: **PRINCIPAL OFFICER – Licensing & Street-works**

Department: Growth & City Development
Service: Traffic and Safety
Grade: H
Post reference:

1 Job purpose

The Network Management team within Traffic & Safety seeks to deliver an excellent customer focused service in an efficient, effective and economic manner, with specific focus of the Council's role as Highway Authority whilst adhering to Corporate, Departmental and Government priorities.

The Principal Officer's primary purpose is to support the Technical Lead and Service Manager in the leadership and management of a multi discipline team to effectively manage, develop and deliver the Network Management duties of the City Council. The role is required to promote, and co-ordinate works on the Nottingham City highway network. Working with statutory undertakers and developers to ensure high quality, low impact working practices. Building professional working relationships with all works promoters and developers and supporting the Service Manager with corporate decisions and programmes.

2 Principal duties and responsibilities

1. To support the delivery of Council's role as a local traffic authority and assist the Service Manager and Technical Lead for the Network Management service in leadership and management of the team, focused on the development of policies and strategies with the following key objectives:
 - To develop innovative and creative solutions to meet service priorities and contribute to the more efficient use of the network to avoid, eliminate or reduce congestion or disruption.
 - To work proactively in a multi-functional transportation team environment, determining specific policies and objectives for the different roads on the network, and monitoring the effectiveness of their arrangements and actions in meeting the duty.
 - To develop partnerships with other key organisations and neighbouring authorities and establish and maintain close working relationships with internal and external partners.
 - To provide a comprehensive network management service for managing, co-ordinating and controlling activities on the highway to support the delivery of approved transport programmes, other programmes of highway works and meeting the needs of local communities.
 - To deliver and maintain the Network Management duties in line with the national strategy and local priorities.
 - To implement the duties as required by the Traffic Management Act 2004,
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Highways Act 1980 and New Roads & Street Works Act 1991 as they apply to Nottingham City Council.

2. To liaise with Emergency Planners to ensure an appropriate incident management plan and contribute to the effective management of an emergency incident on the network.
 3. To support the operational interface with the Traffic Control Centre to develop close linked network management working between staff and encourage and support real time interventions to manage the highway network effectively and to respond to incidents.
 4. To ensure that strategies and planning undertaken to meet the network management duty are consistent with wider local, regional and national policies and guidance and the overall policies of local authorities.
 5. To consider the needs of all road users, including utilities, when carrying out the network management duty. To manage the road space for everyone and make decisions about trade-offs between competing demands according to its policies and the particular circumstances of the part of the network being considered.
 6. To promote pro-active co-ordination of the network, adopt a planned, evidence-led approach to known events, and develop contingencies for the unforeseen. To gather accurate information about planned works or events, consider how to organise them to minimise their impact, and agree (or stipulate) their timing to best effect.
 7. To identify trends in traffic growth on specific routes and put in place policies for managing incremental change.
 8. To ensure safety and environmental considerations remain as important as the operation, maintenance, repair and provision of services. Ensure that measures to secure the expeditious movement of traffic are safe for all road users, particularly pedestrians, cyclists and motorcyclists. Consider other responsibilities such as those under environmental protection legislation, the Disability Discrimination Act, Health and Safety and planning legislation.
 9. To coach and mentor others to address development needs, agreeing development goals. To set and maintain performance measures to track performance, tackling issues as they arise.
 10. To actively engage all key players and stakeholders in the reduction of disruption on the network throughout the City ensuring alignment in council policies.
 11. To consider and anticipate the impact of new government legislation/policies on the delivery of the service taking immediate action where necessary to prepare for the future.
 12. To build networks and relationships across the service area and the council ensuring an excellent and accessible customer service to Councillors, citizens, the business community, community groups, emergency services.
 13. To lead the delivery of transportation and highway priorities within the Network Management service, ensuring projects within the team are run efficiently and within agreed deadlines and costs and are focused on citizen outcomes.
 14. To respond appropriately to enquiries or complaints received. Prepare reports to Committee, Boards and other organisations, assisting with the preparation of publicity and information material for the service.
 15. To attend various meetings, working parties and topic groups as required some of which will be outside normal working hours. This includes, attending and deputising for the Service Manager at Committee/Board meetings with Councillors and other external organisations including Police, press and media, design consultants, other
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departments and sections, businesses, and the general public. Prepare and present evidence at Public Inquiries and legal proceedings.

3. All staff are expected to maintain high standards of customer care in the context of the City council's Core Values, to uphold the Equality and Diversity Policy and health and safety standards and to participate in training activities necessary to their post.

4. All staff are expected to abide by the obligations set out in the Information Security Policy, IT Acceptable Use Policy and Code of Conduct in order to uphold Nottingham City Council standards in relation to the creation, management, storage and transmission of information. Information must be treated in confidence and only be used for the purposes for which it has been gathered and should not be shared except where authorised to do so. It must not be used for personal gain or benefit, nor should it be passed on to third parties who might use it in such a way. All staff are expected to uphold the City Council obligations in relation to current legislation including the Data Protection Act and Freedom of Information Act.

5. This is not a complete statement of all duties and responsibilities of this post. The post holder may be required to carry out any other duties as directed by a supervising officer; the responsibility level of any other duties should not exceed those outlined above.

6. Numbers and grades of any staff supervised by the post holder:

Senior Officers (x2) grade G, Technical Officers (x2) grade E.
Project teams, Agency and Consultancy staff as required.

7. Post holder's immediate supervisor: Technical Lead - Highway Licensing & Street Works
- Network Management

Prepared by/author: Scott Harrison Date: January 2024

Job title: Service Manager, Network Management

Note: This section should only be included in job descriptions issued to employees and should not be sent to all job applicants.

I understand and accept the job duties and responsibilities contained in this job description.

Signature:

Date:

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Areas of responsibility	Requirements	Measurement				
		P	A	T	I	D
Technical Knowledge	A knowledge, understanding and experience of working in a proactive network management work environment and an ability to deal effectively with criticism or complaints to improve service delivery.		✓		✓	
	Has a wide knowledge and working experience of current practice and legislation relating to network management duties.		✓		✓	
	Understands operational linkages with urban traffic control systems and network management: - To support active management intervention. - To manage the highway network. - To co-ordinate TCC and network management activities. - Work with contractors to encourage compliance and good practice working. - To co-ordinate all activities on the highway network to reduce the impact these activities have on the users.		✓		✓	
	Consider and anticipate the impact of new government legislation/policies on the delivery of the service. Develop creative solutions and take immediate action where necessary to prepare for the future.		✓		✓	
	Uses resource management skills to deliver successful highway programmes and projects, to lead on major network management initiatives.		✓		✓	
	To undertake the development of new and innovative solutions across a diverse range of specialist subjects and issues relating to the highway network.		✓		✓	
	Has a good working knowledge of the legislation regarding network management statutory processes. The ability to review service policies and		✓		✓	

	procedures; appraise options and solutions to improve service delivery.					
Communicating and Working with Others	Develop and maintain a range of internal and external contacts at a senior level, understand mutual goals and engagement to develop schemes with wide based community support.		✓		✓	
	Ability to explain clearly contentious and complicated proposals demonstrating diplomacy, accountability and approachability in a changing work environment.		✓		✓	
	Consistently follows through on promises made and assumes ownership of issues.		✓		✓	
	Ensure timely and appropriate responses to citizens, Councillors and partners: ○ Creates simple systems and processes that make things easy and more accessible for customers/citizens. ○ Raises the standards of those around through role modelling the highest possible customer service practices. ○ Takes time to keep up to date with new developments in the service and changes in best practice, sharing learning with the team and/or colleagues.		✓		✓	
	Work pro-actively in a multi-functional transportation team environment.		✓		✓	
Work Management – Leadership & Performance	Ability to work on own initiative, to review, identify and implement constructive change to service delivery.		✓		✓	
	Experience in setting goals and quality targets for performance, discussing with staff to encourage continual improvement.		✓		✓	
	Ensure timely and appropriate responses to Citizens, Councillors and partners.		✓		✓	
	Demonstrates ability to analyse complex situations and make decisions leading to positive action and prepare technical appraisals to record actions.		✓		✓	
	Demonstrate leadership qualities, conflict management and motivation to encourage staff engagement, involvement and shared ownership.		✓		✓	
Information Technology	Ability to use and implement specialist ICT applications, the management of data, ensuring its security and integrity.		✓	✓	✓	
	Ability to interpret information and systems to report on key performance monitoring information and options for service improvements.		✓		✓	
Work to promote mutual respect	Experience of providing a service to a diverse range of service users, partner organisations, staff, etc. To promote good relations and equality.		✓		✓	

and good relations	- Undertakes Equality Impact Assessments and develops actions to mitigate negative impacts and optimise positive impacts. - Identify constructive change to service delivery to improve accessibility for different sections of the community.					
	Has experience of handling conflict and managing sensitive issues to achieve positive outcomes.		✓		✓	
Work Related Issues	A full driving licence with a willingness to drive a variety of works cars and vans to a variety of sites, when required, within the City boundary and to other locations as necessary.		✓			✓
	Willingness to undertake further training as necessary, in order to enhance service delivery.		✓			
	Willingness to comply with the City Council's non-smoking policy.		✓			
	Willingness to occasionally work outside normal office hours when required.		✓		✓	
P: Pre-application A: Application T: Test I: Interview D: Documentary evidence						

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