Job Description

Job title: TECHNICAL OFFICER – MTE & Systems

Department: Development & Growth
Service: Traffic and Safety
Grade: E
Post reference number:

1 Job purpose

To support the Service Manager and Technical Lead - MTE & Systems to deliver an excellent customer focused Moving Traffic Enforcement service in an efficient, effective and economic manner, whilst adhering to Corporate, Departmental and Government priorities.

2 Principal duties and responsibilities

1. To assist the Service Manager & Technical Lead - Highway Systems for the CCTV Enforcement & Traffic Management service in the development of policies and strategies with the following key objectives:
    - To undertake Moving Traffic Enforcement and Traffic Management activities in accordance with Departmental and Service Area processes to deliver the Council's Transportation priorities. To ensure that activities comply with statutory obligations placed on the Authority by legislation and the financial regulations of the City Council.
    - To observe and record traffic (contraventions) using CCTV and other electronic equipment in accordance with Government legislation and all other enabling powers.
    - To keep up to date with current legislation and be responsible for amending Penalty Charge Notices and associated documentation as required including authorisation of proofs and printing. To review the Council's CCTV Enforcement Policy and make amendments as necessary.
    - Monitor, maintain and fully understand enforcement software and equipment and report faults to the relevant parties when necessary.
    - To work with IT systems that process (contraventions) and issue penalty charge notices, along with developing existing and new systems to deal with any new powers the City Council undertakes with regards to traffic enforcement.
    - To produce and present supporting evidence at appeal hearings in relation to civil enforcement contraventions in accordance with government legislation and in line with guidance issued by the Traffic Penalty Tribunal (TPT) also known as the Adjudication Service
    - To assist in the design, processing and implementation of Traffic Regulation Orders related to CCTV Traffic Enforcement projects and provide visual monthly reports to ensure signs and lines legally comply with Traffic Regulation Orders.

- To prepare statistics and reports in respect CCTV Traffic Enforcement for the Service Manager (Asset Management), Head of Service, Technical Lead – Highway Systems, PR&C Manager and other clients from a variety of bespoke software packages.
- To support the Authority in promoting best practice and working operations of the CCTV Traffic Enforcement Section to other Local Authorities and interested parties.
- To liaise with other Traffic Management team members, Parking Regulation and Compliance, Civil Enforcement Officers, Highway Network Management, Bus Lane Software Providers, and other relevant council departments/sections on relevant matters ensuring good interpersonal relationships are developed and maintained.
- To respond appropriately to enquiries or complaints received by telephone, letter and email or in person. Prepare and present verbal and written reports to committees, boards and other organisations.
- To assist in the supervision of contractors in the provision of traffic management measures to ensure the works are installed to an appropriate standard, timescale and in accordance with statutory requirements. Ensure that appropriate consents, licenses and authorisations are secured and provided.
- To investigate a wide range of issues relating to traffic management, traffic regulation orders and legislation covering enforcement of both moving and static restrictions.

2. To ensure the delivery of work to support the projects and outputs of the Traffic & Safety service area, maintaining own high standards.

3. To work with and develop appropriate planning tools and systems to ensure deadlines for the service are consistently met.

4. To provide high quality customer service, regardless of any issues that may present themselves.

5. To build positive relationships across the team and beyond, towards citizens/internal customers and colleagues.

6. To adapt to new ways of working and relevant technology and systems which will improve work for the service.

7. To understand the impact of Nottingham City Council's Equality and Diversity Policy and practice on colleagues and citizens/customers.

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 office, the responsibility level of and other duties should not exceed those outlined above.

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

Any subordinate staff as required.

7 Hours of Working: Technical Officers (CCTV Enforcement) will coordinate their hours of working to provide continuous cover from 06.30 to 18.30. The post holder will be required to work full time (37 fixed hours per week) in single shifts. The post holder must be capable of working an early shift commencing at 06.30, a late shift finishing at 18.30, or fixed hours determined by the Service Manager. Occasional work will be required at weekends and in the evening.

8 Post holder's immediate supervisor: Service Manager – Asset Management

Prepared by/author: Mark Jenkins **Date:** 24/10/2018
Amended by: - Mark Lethbridge **Date:** 24/02/2022

Job title: Service Manager – Asset Management, Traffic and Safety

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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:** .....

Person Specification

Nottingham City Council

Job title: TECHNICAL OFFICER – MTE & Systems

Department: Development & Growth
Service: Traffic and Safety
Section: Traffic & Flood Risk Management (CCTV Traffic Enforcement)
Grade: E
Post reference number:

Areas of responsibility	Requirements	Measurement				
		P	A	T	I	D
Technical Knowledge	Knowledge and experience of traffic or highway related engineering techniques, related legislation and the consequences and impacts of these for managing the highway.		✔	✔	✔	
	Ability to make detailed observations using CCTV and other electronic equipment, to provide evidence in support of issuing PCN's.		✔		✔	
	Ability to produce monthly reports on enforcement signs and lines and solve highway problems in an effective and efficient manner.		✔		✔	
	A very good level of literacy and numeracy, an ability to interpret statistical and other technical data to prepare reports / briefing notes for Committees, Boards and other organisations.		✔	✔	✔	
	An understanding of traffic management to support operation and development of the Traffic Management team and to represent the Council at Adjudication hearings.		✔	✔	✔	
	Ability to work with Colleagues in and beyond the service area to support wider service and corporate highway objectives.		✔		✔	
	Ability to think quickly and effectively to support proactive interventions on the highway network to support priority highway users: public transport, pedestrians and cyclists.		✔		✔	
Communicating and Working With Others	Effective communication skills, including the ability to deal with matters in person and build strong supportive relationships.		✔		✔	
	Consistently follows through on promises made and assumes ownership of issues.		✔		✔	
	Ability to explain proposals at meetings with project teams and other interested parties.		✔		✔	

	Represent the Council at Traffic Penalty Tribunal hearings as and when required.		✔		✔	
	Ability to work in a multidisciplinary environment, to support strong cross team working to meet service area objectives.		✔		✔	
Leadership & Performance	Ability to work on own initiative, to review, identify and implement constructive change for service delivery.		✔		✔	
	Ability to organise and prioritise own work to meet specific targets to develop and maintain appropriate systems and standards of operational performance.		✔	✔	✔	
Information Technology	Ability to use and implement specialist ICT applications, the management of data, ensuring its security and integrity.		✔	✔	✔	
	Experience of data collection and dissemination via electronic means		✔		✔	
	Ability to interrogate applications and systems to provide key performance monitoring information.		✔	✔	✔	
Work to promote mutual respect and good relations	Values the contribution of others: Understands the impact of Nottingham City Council's Equality and Diversity Policy and practice on colleagues and citizens/customers.		✔		✔	
	Seeks a diverse range of views, ideas, feedback and contributions from colleagues, acknowledging and thanking colleagues for their input.		✔		✔	
	Pro-actively keeps colleagues and citizens informed of plans and updates them when things change.		✔		✔	
Work Related Circumstances	Ability to work outside normal office hours.		✔			
	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 comply with the City Council's non-smoking policy.		✔			

P: Pre-application	**A**: Application	**T**: Test	**I**: Interview	**D**: Documentary evidence

Prepared by/author: Mark Jenkins **Date:** 24/10/18

Job title: Service Manager – Asset Management, Traffic and Safety

Amended by/~~author~~: Mark Lethbridge **Date:** 24/02/22

Job title: Technical Lead – Highway Systems