



LONDON BOROUGH OF MERTON
ENVIRONMENT AND REGENERATION DEPARTMENT
JOB DESCRIPTION

POST TITLE:	Principal Highway Officer
Grade:	ME14
DIVISION/SECTION:	Sustainable Communities/Future Merton
Location:	Civic Centre
Responsible to:	Infrastructure Manager
Responsible for:	4 Highway Officers, Clerk of Works & Apprentice
Post number:	Date: December 2014

MAIN PURPOSES

1. To be responsible to the Infrastructure Manager for the provision of the Highway Inspection Service including the provision of a comprehensive highway safety inspection regime, processing of highway licensing, footway crossover and disabled bay applications, and the provision of the out of office hours emergency works service.
2. To ensure that public safety on the highway (and off the highway in exceptional circumstances) is maintained, take appropriate remedial action where public safety may be put at risk and to balance the need to ensure that day to day demands for reactive work does not compromise the Council's primary duties to keep the highway safe and limit third party claims.
3. To enforce aspects of relevant legislation including the Highways Act 1980, London Local Authorities Act 1995, the Town & Country Planning Act 1990, New Roads & Streetworks Act 1991, Traffic Management Act 2004 and to enforce local byelaws.

4. To provide and be responsible for the associated administrative and technical systems, procedures and requirements to operate the Highway Inspection Service in line with current legislative procedures and Codes of Practice.
5. To play a lead role in the development and implementation of systems for reporting, monitoring and recording highway inspections, ensuring that appropriate action is taken to deal with any identified defects, or other contraventions of legislation and ensure they are dealt with appropriately.
6. To consider, assess and either approve or reject, as appropriate, new applications for footway crossovers and disabled bays including consultation with planning and traffic colleagues, visiting sites, assessing safety, statutory and other Council requirements and advising residents and businesses of the decision.
7. To supervise Highways Officers, and other technical and administrative staff and in so doing to ensure the efficient and effective delivery of service through the maintenance of high technical and professional standards.
8. To monitor the reactive maintenance budget and maintain up to date financial management information.

MAIN DUTIES AND RESPONSIBILITIES

1. To lead and be responsible for the management of a team of Highway Safety Inspectors involved in the delivery of the Highway Inspection Service, to monitor performance, take and recommend action as appropriate.
2. To manage all the administrative, technical, financial and legal procedures, including monitoring the overall performance associated with the Highway Safety Inspection Service in order to respond effectively to service demands.
3. To allocate work using effective delegation. To set clear objectives for staff and to oversee that they have been achieved.
4. To ensure that highway safety inspections and reactive maintenance are carried out at the agreed frequencies in accordance with approved Council policy and that the Highway Safety Inspection service is efficiently delivered with diminishing resources and continuously reviewed to improve performance.
5. To ensure that reactive work arising from highway inspections are passed to the Council's contractor and to monitor the speed and quality of the repair work. To approve payment requests from the contractor, ensuring accuracy and value of completed works and authorising payments in accordance with Council financial procedures.
6. To provide an immediate response to reports of dangerous or unsafe highway related defects in accordance with Council targets together with any appropriate follow up action.
7. To be responsible for carrying out systematic and ad-hoc inspections, investigations and surveys of potential infringements of Highway and other related legislation.
8. To input into management of systems established to co-ordinate works undertaken by the Council, utilities and others on the Highway and to ensure the

Network Management Duty under the Traffic Management Act 2004 and the Council's Network Management Policy is adhered to throughout the areas of responsibility.

9. To ensure data is inputted accurately and on a timely basis into the Corporate asset management system and to be aware both of the performance indicators this data contributes to and of the Council's Data Quality strategy.
10. To ensure public rights of way are inspected, kept safe and clear of obstruction and information is provided as requested to enable the Definitive Map and Statement to be reviewed and updated in accordance with the requirements of the Wildlife & Countryside Act 1981.
11. To manage and undertake appropriate checks and inspections to ensure the consistency of the inspection process and ensure continued compliance with current working practices.
12. Where appropriate to participate in out of hours meetings with residents groups and special interest groups, public meetings and exhibitions and Council forums and to provide clear and timely information to the public about the service offered by the Team.
13. Provide effective performance assessment of all inspection activities, which will include data analysis to ensure effective planning of the service and improve performance.
14. To manage and monitor budgets for reactive works and to provide accurate and timely information with respect to the income and expenditure on reactive maintenance, licensing and related activities.
15. To regularly monitor expenditure trends taking corrective action to ensure spend is within budget.
16. To initiate enforcement action, including preparation of documents for legal proceedings and giving evidence in court where enforcement action is considered appropriate to remedy Highways Act infringements or other breaches of current legislation.
17. To prepare evidence and attend Court as an expert witness on behalf of the Council on matters related to the duties of the post.
18. To keep up to date with new legislation, technology and identify opportunities to improve service delivery and maximise value for money in the future development of the Inspection service.
19. To provide advice and information on highway inspection activities to the Future Merton Managers as and when required and to other teams, divisions, Departments contractors, residents, neighbouring Councils and other stakeholders as appropriate.
20. To provide an input into Departmental and Corporate initiatives and projects where highways inspection and enforcement expertise and professional knowledge is required.

21. To support and deputise for the Infrastructure Manager in his/her absence in relevant areas of work.
22. To interrogate the Corporate Asset Management system on a daily basis, deal with complaints and then update the system and sign off the enquiry/complaint.
23. To ensure that information on all inspection matters is passed promptly to the appropriate party for corrective action, to report on the progress and completion of that action and to ensure that such reports are processed and logged promptly in the appropriate system(s).
24. To carry out site inspections and investigations including the taking of measurements, making accurate records and undertaking design work or feasibility studies for minor schemes.
25. To supervise minor/straightforward engineering works undertaken by contractors including agreeing the value of completed works, recommending action to remedy shortcomings in works and authorisation of payment.
26. To visit site to meet and discuss statutory and other requirements with builders, residents and businesses in respect of highway licencing, unlawful activities, encroachments and new crossover, disabled bay and licencing applications.
27. To assess applications for footway crossovers and disabled parking bays, including consultation with traffic/parking/planning colleagues as appropriate, to establish the impact of a proposed crossover or disabled parking bay on public safety, adjacent street furniture, trees, utility equipment and the existing parking provision in the street and to either approve or reject the application.
28. Where a crossover or disabled bay application is approved to prepare estimates of the cost of installation and write to advise the applicant of the costs and any specific requirements/conditions attaching to the approval.
29. To, upon receipt of payment, accurately set out the position of the proposed disabled bay/crossover on site, issue an instruction to the contractor, co-ordinate implementation in accordance with Network Management requirements and any proposed highway improvement or public utility work proposals and advise the applicant of the likely implementation date.
30. To attend site meetings with contractors, developers and other external bodies to determine conditions for the granting of relevant licences including scaffold, hoarding, skip, materials, section 50 and crane licences. To ensure conditions are complied with and, if necessary, to warn and initiate prosecution for any infringement of the licence.
31. To take a lead in the management, control, co-ordination and issue of Section 50 licences and crane licences to third parties intending to carry out works on the highway so as to ensure the Council meets its obligations under the Traffic Management Act 2004.
32. To initiate, supervise and monitor enforcement action under the appropriate highway legislation, including taking corrective action or pursuing prosecutions, to deal with illegal crossing of the footway overhanging vegetation, obstruction

of the public highway, skips and builders' material, defects and other relevant contraventions of highway law.

33. To participate in the processing of insurance claims including undertaking investigations, submitting reports to the Council's insurers and liaising with legal officers.
34. Instruct the Council's Legal Department, Debt Recovery division or other sections to ensure that where offence(s) or defects have occurred, the Council's costs incurred in obviating a danger or the making good of any defect(s) are recovered in full. To maintain a highway record database to assist with monitoring and enforcement compliance.
35. To provide a high standard of professional advice on highway inspection, enforcement, crossover and licensing issues within the Department and Council and for elected Members including on the impact of legislative or organisational change.
36. To liaise appropriately and effectively with the wide range of agencies and organisations with a role in, or affected by, highway maintenance including other Boroughs, TfL, and Statutory Undertakers.
37. To support the Environmental & Regeneration Department and the Corporate Emergency Planning procedures in relation to highways issues and to ensure all highway emergencies, including winter emergencies are responded to effectively, within the appropriate timescale and to provide professional advice to senior management and assistance to the major emergency services where required on such incidents.
38. To ensure that all communication: written, electronic and telephone is dealt with in accordance with the Council's response time standards and that the quality of the response is acceptable in terms of its technical content and customer care.
39. To prepare reports and make recommendations as appropriate and to ensure that these meet the quality standards required both in terms of content and presentation.
40. To check, advise on and where necessary edit reports and correspondence drafted by other officers in the Team.
41. To continually assess and keep the Infrastructure Manager informed of demands and priorities and provide him/her with relevant statistics on performance and needs.
42. To keep abreast of technical developments and take forward innovation relating to the duties of the post including contributing to the development of new service delivery policies, strategies and plans in response to changes in legislation, regulation or corporate priorities.
43. To take part in the selection and recruitment of staff including shortlisting and interviewing, carrying out staff appraisals, career grade reviews, identifying staff training needs and monitoring the effectiveness of training provided.

44. To undertake specialist training in cross discipline duties, and to train new staff in the duties of highway inspection and maintenance.
45. To monitor contractors and in-house operations and report on shortfalls in the standards achieved for all Council services which relate to the highway.
46. To take on-site decisions and issue instructions to both Council contractors and other 3rd Parties including PU companies to ensure that works are implemented in accordance with Health and Safety requirements.
47. To attend Departmental, inter-departmental and inter-authority meetings, working parties etc, as Section/Divisional/Departmental/Council representative.
48. To provide a high standard of professional advice on highways inspection, enforcement and licensing contraventions within the Department including the impact of legislative or organisational change.
49. To contribute and ensure an effective response to civil and other emergencies using skills/expertise relevant to the functions of the post and in accordance with the Council emergency procedures.
50. To ensure that watercourses are inspected in advance of forecasted significant rainfall or flood warnings.
51. To take responsibility for ensuring the out of hours emergency call out rota is prepared and staffed 365 days a year.
52. To ensure that changes required in response to new statutory provisions for areas of responsibility are introduced in a timely and effective manner.
53. To contribute to the development of new service delivery policies, strategies and plans, in response to changes in legislation, regulation or corporate priorities.
54. To continually assess and keep the Infrastructure Manager informed of demands and priorities and provide him/her with relevant statistics on performance and needs.
55. The post holder is expected to carry out such other duties, as may be required which are consistent with the grade and scope of the post, as required.

Health & Safety

To ensure that corporate and Departmental Health and Safety policies and procedures are implemented at all times and to raise any concerns regarding these operations or any other health and safety matters with the appropriate line manager.

Equal Opportunities

To be aware of the Council's Equal Opportunities Policy, to understand it and to adhere to it.

Customer Care

To assist in ensuring that the Authority's aims regarding customer awareness are achieved.

New Technology

To make use of information technology where necessary in the areas of responsibility and to develop IT use in consultation with the appropriate technical officers.



LONDON BOROUGH OF MERTON

ENVIRONMENT AND REGENERATION DEPARTMENT

PERSON SPECIFICATION

POST TITLE: Principal HIGHWAY OFFICER.

GRADE: ME14

Date: December 2014

The criteria listed below indicate the factors against which candidates will be assessed as part of the short listing and interviewing processes. You will be required to demonstrate your ability to meet the criteria and you should give examples of where you have gained these skills and how these could be used to meet the objectives of the job.

	Application form	interview	Other
KNOWLEDGE & EXPERIENCE			
Extensive experience of working in a street related environment and good knowledge of related Health and Safety legislation and Codes of Practice.	X	X	
Sound knowledge of Highway Law and its influence on the management of the Highway, infringements and enforcement procedures.	X	X	
Experience of managing and motivating a team.			
Sound knowledge of carriageway and footway construction materials, defects, processes and repair options.	X	X	
Experience in the use of specialised IT systems and electronic data capture devices .	X	X	
Experience of dealing with the public in person and on the phone.	X	X	
Experience of working in a busy dynamic and changing office environment.	X	X	
SKILLS AND APTITUDES			
Accurate data entry skills and attention to	X	X	X

detail.			
Good numeracy skills, including taking measurements, calculating areas, calculating costs.			
Good IT skills and ability in using specialist software and normal windows package.	X	X	
Good communications (written and oral) and customer care skills and an appreciation of the concept of the public as customer.'	X	X	X
Ability to prioritise and organise workload.	X	X	
Confident and self-motivated.	X	X	
Ability to work to tight deadlines and changing priorities.	X	X	
Ability to produce and extract information from IT systems.	X	X	
TRAINING & EDUCATION			
To have, or be willing to obtain, a recognised Highway Inspection qualification.	X	X	
Commitment to LBM Equal Opportunity Policy.	X	X	
OTHER REQUIREMENTS			
Hold a full driving licence.	X	X	
Able to inspect significant area of the highway on foot	X	X	
Able and willing to work outside normal office hours including participating in the Councils' out of hours emergency call out system.	X	X	