Role profile

**Permit Co-ordinator**

**Our values:**

**We are dedicated, respectful, collaborative. We are Milton Keynes City Council.**

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| **Service** | Highways Public Realm |
| **Reports to** | Head of Service |
| **Job family** | Professional and Technical |
| **Grade**  | G |
| **Political restricted?** | N |
| **DBS required?** | N  |
| **Date**  | November 2024 |
| **JE Code** | JE1199 |

Key deliverables

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| **1** | To ensure all permits are coordinated and managed accurately and efficiently to preserve the free flow of the Highway network.  |
| **2** | Oversee any conflicts, refusals, directions or variation requests which must be acted on immediately by updating the permit as required and liaising with the Utility to a satisfactorily conclusion. |
| **3** | Monitor: Fees, fines, charges and Fixed Penalty Notices -FPNs which must be managed in line with Permit procedures. Deal with all Street Works applications including dealing with sections 72, 74, 75, 81, FPN’s etc.     |
| **4** | Ensure that all permits are dealt with efficiently and accurately in the timescales laid down by legislation and business rules. |
| **5** | Improve the working closely with the Utilities and maintain a constant communication channel between both organizations, to ensure all are aware of what works can or cannot go ahead according to Highway Authority directions.  |
| **6** | Maintain precise, accurate and up to date records which must be kept in conjunction with NRSWA & TMA legislation and adhering to the defect process at all times.  |
| **7** | Ensure that all permanent reinstatements are carried out within 2 months of interim reinstatement and at the very latest within 6 months to adhere to NRSWA legislation.  |
| **8** | Build and maintain effective working relationships with all utilities, understanding the individual needs and requirements from each one.  |

*Within reason these key deliverables may evolve to meet service need and it is expected that you will be flexible and adaptable in your delivery to meet both service and city council wide needs*

**Essential requirements** Key skills, expertise, and qualifications

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| **1** | Educated at least to GCSE standards in English and maths, with demonstrable and proven knowledge and experience of the legal processes associated with the development and implementation of the Permit Scheme. Detailed knowledge of relevant legislation including Traffic Management Act 2004, NRSWA 1991 and Permit Scheme. |
| **2** | Ability to manage self and support team members to achieve results and to build effective relationships and achieve co-operation from others as demonstrated by evidence of success in working productively with other organisational departments, stakeholders and partners, and with utilities. |
| **3** | The post-holder is expected to work within local government procedures and practices and therefore should have a high awareness of standards.  |
| **4** | Evidence of results achieved by using influencing and negotiating skills. |
| **5** | Demonstrate the ability to find creative solutions to problems whilst working within problem-solving teams and illustrating evidence of having worked productively with teams, as participant, to find shared solutions. |
| **6** | Demonstrate record of issues management, and ability to take appropriate decisions on media issues in context. |
| **7** | Demonstrates a flexible/adaptable approach and a willingness to accept responsibility. Able to manage complex tasks and workloads whilst working autonomously. Prioritise own workload against team plans, whilst delivering to tight deadlines. Demonstrating a strong commitment to continuous personal and professional development. |
| **8** | Ability to supervise, and coordinate the work of others in project teams across organisational boundaries and to understand and show commitment to the principles underlying equal opportunities. |
| **9** | Ability to monitor, project and service budgets up to £1m and to assist to produce financial reports for management groups relating to funds within the Highways service area. |
| **10** | Effectively deploy resources, including people, in project teams to meet project outcomes as the post-holder is required to monitor expenditure and income raise invoices and track finances to ensure delivery of works within budget. |

Job family

**Professional and Technical (Grade G)**

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| **Colleague expectations*** Be professional at all times
* Work together for the good of the team, city council and local people
* Promote a supportive culture
* Challenge assumptions
* Take ownership
* Be willing to change and do things differently
* Always work in a safe manner
 | **Manager expectations*** Be a role model by displaying positive behaviours at all times
* Make well-considered decisions
* Support, coach and communicate with my team
* Be accountable for my team’s performance
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Professional and Technical job holders rely upon their deep knowledge of the specialism or discipline in which they work to carry out vital tasks and provide authoritative advice to others. Often developing within recognised career paths, their evolving expertise sees them bear increasing responsibility for managing city council assets, the development of policies and procedures and the strategic direction of the functions they support.

This element of the profile, taken from the job family descriptor for this grade, provides a general understanding of the level of work and demands required.

**Role characteristics**

At this level roles require an in depth, theoretical understanding of their particular discipline to solve complex problems, offer evidence based, provide authoritative advice to colleagues / service users and manage teams and/or other resource assets.

**The knowledge and skills required**

The broad knowledge requirement needed to deal with the technical and business challenges of roles is usually underpinned by an appreciation of the theoretical basis of the particular discipline, such that job holders can fall back on the first principles of their specialism to make decisions and offer advice.

This level of knowledge is often indicated by the need for a degree level education in the relevant field, but for some roles this is substituted by a significant level of on-the-job training and focussed experience such that the level of expertise confers a similar level of authority.

Roles will have demands for manual dexterity in relation to typing and similar functions, other jobs will use a range of equipment requiring precision in their use and handling.

**Thinking, planning and communication**

The situations and problems dealt with at this level will be increasingly complex, involving several information streams where analytical and judgemental skills will be needed to interpret information correctly and determine optimum solutions.

Job holders will have plenty of day to day issues to contend with, they will also need to plan some months ahead to achieve medium-term objectives in such areas as project support or service development.

At this level, the information exchanged with internal and external colleagues, and members of the public will call for developed communication skills on the part of the job holders. Matters will be technically complicated, requiring careful explanation, or sensitive, requiring significant listening skills to interpret information and provide appropriate advice.

**Decision making and innovation**

Job holders will have the autonomy to adapt specific approaches to better meet medium term objectives. They will be bound by the recognised procedural framework of their specialism as it is managed by the city council but will decide when and precisely how duties are to be carried out. They will also deal with problems (often escalated to this level) for which there are no set-down routes to a solution other than broad service practice guidelines.

**Areas of responsibility**

With a diverse range of jobs being represented at this level, the precise blend of responsibilities for which the job holder is accountable will depend upon the service in which they operate.

External facing roles will focus on the needs of people whether external service users or partners and will be responsible for high impact decision making and the implementation of appropriate programmes on behalf of individuals or groups of people or enforcement of regulations which have direct and significant consequences upon those served. Such roles are likely to have only modest levels of responsibility for finance, information assets, equipment and/or premises.

Internal roles are likely to have this pattern reversed, with weightier responsibility for significant financial and non-financial assets, but less for the assessment of needs of individuals and groups.

Jobs will have supervisory responsibility for the work of others and will be accountable for the quality and timeliness of outputs, whether related to the work of internal teams or temporary external contractors, volunteers or others.

**Impacts and demands**

Tasks and duties will be generally carried out in a sedentary position but there will always be a requirement for standing and walking from time to time, and the occasional need to lift or carry items.

The problem solving and decision-making elements of these jobs mean that job holders require lengthy periods of enhanced mental attention to attend to duties, while also dealing with deadlines, interruptions and conflicting demands.

Duties of jobs at this level will not require job holders to develop and maintain working relationships with people who, through their circumstances or behaviour, place particular emotional demands on the job holder.

Many Professional and Technical job holders find themselves exposed to some disagreeable, unpleasant or hazardous working conditions. Particularly when the needs of their specialism require them to work on external sites exposed to the weather, in or around refuse and waste plant, close to particularly noisy machinery and in similar environments.

Other jobs, such as enforcement roles, may also see job holders exposed to verbal abuse and threatening environments. In all cases, job holders will minimise risk and conform to health and safety regulations to mitigate any negative effects of such exposure.