

JOB DESCRIPTION

TITLE: Network Operations Technical Assistant

POST NO: PREF104451

DEPARTMENT: Place and Infrastructure

DIVISION: Public Realm

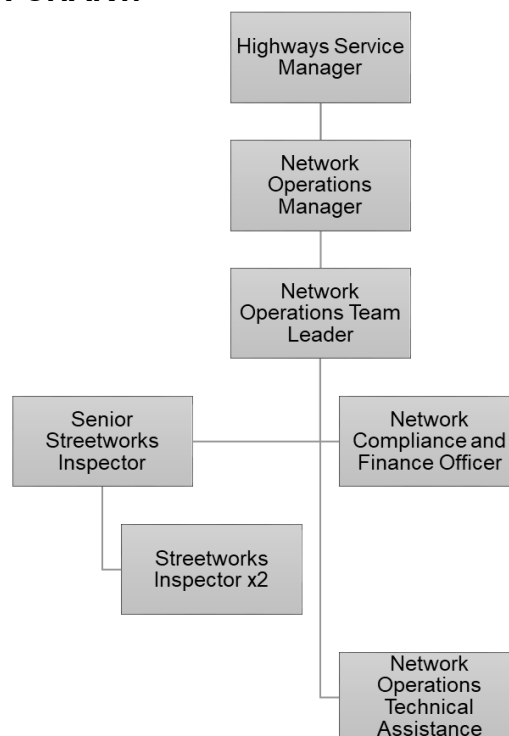
RESPONSIBLE TO: Network Operations Team Leader

GRADE: L4

PURPOSE OF POST:

The purpose of the post is to provide technical and administrative assistance to the Network Operations team to ensure records and databases are kept up to date and customer requests actioned appropriately and in a timely manner.

ORGANISATION CHART:



PRINCIPAL RESPONSIBILITIES:

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1. Provide administrative support to the Network Operations Team and 40 other members of Highway Services as required;
 - Answering telephone enquiries from members of the public or Council employees and give responses or refer to other appropriate officers if necessary; dealing with customer service requests for Streetworks using Flare and Caseworker data base.
 - Administrate group's service requests, including monitoring the street works mail-boxes, via the council's service request data base. Assign enquiries as required to the appropriate team or / staff member, respond to members of the public and councillors where necessary both in writing and verbally.
 - Assist in dealing with Freedom of Information enquiries and enquiries from MPs, councillors and members of the public, attend meetings when required taking minutes of these maybe of a sensitive nature.
 - Updating technical documents, specifications and other documents in the teams libraries.
2. Assist the Network Operations Team Leader and the Network 30 Compliance and Finance Officer, when required, in raising invoices to Sundry Debtors and update spreadsheets as necessary relating to the invoices. Check queries from utilities/contractors, taking payment via web-pay, monitor and ensure all records are accurate and all monies that have been raised are allocated to the appropriate cost codes.
3. Assist the Network Compliance and Finance Officer with the processing 20 of highway licence applications of scaffolding, hoarding and skip licences issued under the Highways Act 1980; sending out application forms, assessing initial applications and taking payment
4. Record, coordinate and progress rechargeable works for Streetworks 5 related issues, completing all necessary paperwork, progressing claims and liaising with appropriate officers, members of the public. Maintain proper financial and administrative control and prepare progress reports and recommendations.

5. Manage the administration and booking of training courses and the 5 ordering of essential Streetworks equipment on AFP

DIMENSIONS:

Financial Resources:

Supervisory Management: N/A

Physical Resources: Office equipment with access to Symology database, together with Flare, Civica Financials, AFP, Web pay

Other: None

CONTEXT:

The Network Management team forms part of Highway Services, whose aim is to provide a quality service to our customers and discharge the Highway Authority's functions with regard to maintenance, streetworks and new/improved works and to assist economic development and the regeneration of the town.

This post provides technical and administrative support to the Network operations team and reports to the Network Operations Team Leader.

The post holder will assist the Network Operations Team in administrative duties.

Working Environment: General office environment, but the post will involve some travelling within and outside the Borough to meetings with partners and site visits within the town.

Exposure to work related noise during site meetings with statutory undertakers and others work in or adjacent to the public highway.

Extensive use of display screen equipment

Physical Effort:

Occasional lifting of equipment (no more than 11kg)

Person Specification: Technical Network Assistant

This acts as selection criteria and gives an outline of the types of person and the characteristics required to do the job.

Essential (E): without which candidate would be rejected

Desirable (D): useful for choosing between two good candidates.

Please make sure, when completing your application form, you give <u>clear examples</u> of how you meet the essential and desirable criteria.				
Attributes	Essential	How Measured	Desirable	How Measured
Experience	Demonstrable experience of general office administration practices and procedures	1,2	Some experience in the highway sector and /or customer services	1,2

Skills/Abilities	Demonstrable oral and written communication skills: • Able to deal politely and tactfully with a wide range of people. • Able to prepare detailed and accurate reports and documents	1, 2		
	Demonstrable organisational skills: • Able to plan, organise and prioritise own workload to meet targets and deadlines. • Able to collate, interpret and analyse information and data	1, 2		
	Demonstrable keyboard skills: • Able to use word-processing, spreadsheet and database software packages.	1, 2, 5		
	Able to use and accurately maintain manual and computer based records.	1, 2		
Equality Issues	Able to identify when discrimination is taking place in service delivery or in the workplace and take appropriate action.	1, 2		
Specialist Knowledge				
Education and Training	Level 2 or equivalent or equivalent experience in Business Administration			

Other Requirements				
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(1 = Application Form 2 = Interview 3 = Test 4 = Proof of Qualification 5 = Practical Exercise)

We will consider any reasonable adjustments under the terms of the Equalities Act (2010), to enable an applicant with a disability (as defined under the Act) to meet the requirements of the post.

The Job-holder will ensure that Luton Borough Council's policies are reflected in all aspects of his/her work, in particular those relating to;

- (i) Equal Opportunities
- (ii) Health and Safety
- (iii) Data Protection Act (2018)