**Manchester City Council**

**Role Profile**

**Highways Streetworks & Licensing Inspector, Grade 5**

**Neighbourhood Services Directorate**

**Reports to: Highways Technical Officer/Team Lead**

**Job family: Compliance and Regulation**

Key Role Descriptors:

The role holder will act as a member of a team to enforce standards & regulate community activity in order to provide a safe environment for Manchester residents.

The role holder will have an understanding and awareness of core regulatory activities including the implementation, inspection, enforcement and review of statutory regulations, legislation and national guidelines.

The role holder will be responsible for advising the public and external stakeholders on compliance and regulatory processes.

The role holder will provide high quality, customer focused, flexible and timely support thereby contributing to the achievement of objectives of a high quality service.

Key Role Accountabilities:

Investigate cases and manage risk, involving assessment, planning and delivery of interventions in order to protect the safety and well-being of residents.

Provide technical advice regarding the enforcement of relevant legislation adhering to relevant policies and procedures and working within set parameters.

Report incidents, unusual circumstances or situations that may negatively impact on the environment and the wellbeing of residents, visitors and businesses.

Maintain accurate records of investigations and inspections to ensure information produced can be relied upon to demonstrate performance and delivery.

Support the development of a strong culture of collaboration within the team and with key stakeholders, working flexibly and encouraging and supporting others to do the same to ensure the consistent delivery of high quality, efficient and effective operational services.

Roles at this level may be required to undertake management duties, either through direct line management of a team (including appraisals, performance management and other duties) or through matrix management of a virtual team of officers.

Personal commitment to continuous self development and service improvement.

Through personal example, open commitment and clear action, ensure diversity is positively valued, resulting in equal access and treatment in employment, service delivery and communications.

**Where the role holder is disabled, every effort will be made to supply all necessary aids, adaptations or equipment to allow them to carry out all duties of the job. If, however, a certain task proves to be unachievable, job redesign will be given full consideration.**

**Role Portfolio:**

The Highways Service is responsible for the leadership, management and delivery of all Highway related activities and functions that are involved in both management and improvement of the Highways network across Manchester. The scale and ambition of the work planned in the city over the next few years, to deliver both the Greater Manchester Transport Strategy 2040 and National Transport Strategies, is huge. It will provide excellent opportunities for career development to the full range of professionals who support our schemes, across the full range of professional disciplines

The service is under the leadership of the Director of Operations (Highways) who is supported by three senior managers, and thematic business areas as below: :

**Development and Growth** is responsible for working with internal and external partners to identify and develop the strategic pipeline of projects over the next 5 to 10 years in alignment with the City’s plans and aspirations for growth.

**Network Management** - responsible for Asset Management, acts as the Highway Authority, keeping the city moving and maintenance of the highway and contract management via the following functions - Client Officer and Policy Development, Development Control, Traffic and Road Safety Inspections, Maintenance and Contract Management and Maintenance.

**Design, Commissioning & Programme Management Office** (PMO) is responsible for the design and delivery of major projects (circa £150m over 5 years) and sustainable projects, this includes direct delivery and contract management of the supply chain. This includes planning, delivery and governance of the planned maintenance programme. The PMO will be responsible for the production, management and maintenance of project reporting (and documentation) to provide assurance around programme and project delivery.

**The Purpose of the Role:**

Working under the guidance of the Technical Officer the Highway Licenses and Streetworks Inspector will support in fulfilling the necessary process and licenses are in place to enable planned and reactive works to take place in line with legislation and health and safety requirements. The post holder will need to have a keen eye for detail and be comfortable negotiating and dealing with external and internal stakeholders and contractors via the supply chain to ensure delivery of works, escalating when appropriate.

**Responsibilities of Streetworks & Licenses Inspector include:**

* Inspecting highways reinstatements and recording the results using electronic recording devices
* Inspecting Skips, Scaffolding, hoarding licenses amongst others to ensure compliance with the approved license application and recording the results on a hand-held mobile device
* Reviewing and authorising highway licenses
* Liaising with license applicants to support applications
* Providing procedures and process information to selected contractors to support highway priorities
* Supporting the resolution of unplanned incidents that could affect the efficiency or safety of the highway network
* Liaising with Contractors and Utilities in order to bring swift conclusion to any defects and section 81’s on the highway
* Ensuring that correct legal permits and orders are obtained, and traffic management is in place to minimise impact and protect road users, whilst allowing activity to continue

**Key Behaviours, Skills and Technical Requirements**

**Our Manchester Behaviours**

* We are proud and passionate about Manchester
* We take time to listen and understand
* We ‘own it’ and we’re not afraid to try new things
* We work together and trust each other
* We show that we value our differences and treat people fairly

**Generic Skills**

* **Communication Skills:** Demonstrates an understanding of the views of others and communicates in a realistic and practical manner using appropriate language and medium, listens attentively to views and issues of others and responds to issues arising.
* **Analytical Skills:** Ability to absorb, understand and quickly assimilate moderately complex information and concepts and compare information from a number of different sources. Able and confident to resolve moderately complicated queries in their area of knowledge using logical thinking to explain reasoning behind decisions or actions taken.
* **Planning & Organising:** Demonstrate the ability to organize multiple tasks in the most effective way, allocating time and energy according to task complexity and priority.
* **Problem Solving and Decision Making:** Is able to make effective decisions on a day-to- day basis, taking ownership of decisions, demonstrating sound judgement in escalating issues where necessary. Be logical in thinking and explain reasoning behind decisions or actions taken.
* **Creative Skills:** Ability to think creatively and provide innovative solutions to problems. Has ability to develop new approaches to finding solutions outside of existing parameters.
* **Research and Intelligence:** Ability to research information from a variety of different sources and present in a variety of formats.
* **Administrative Skills:** Ability to develop and maintain effective systems in a rapidly changing environment.

**Technical Requirements (Role Specific)**

Full driving license and use of vehicle for all roles.

**Streetworks and Licensing Inspector:**

Have or be willing to work towards a Street Works Qualification and undertake any relevant training.