Job Description

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| **Job Title:** | **Inspector** |
| **Strategic Team:** | **Operations** |
| **Service:**  **Business Unit:** | **Highways**  **SWISCo Limited** |
| **Responsible To: *(day to day issues)*** | **Team Manager – (Network Coordinator)** |
| **Accountable To: *(line manager)*** | **Team Manager – (Network Coordinator)** |
| **Salary Grade: *(Spinal column points only)***  **JE Ref:** | **Grade G SCP 18 = 23**  **SWIS029** |

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| 1. **Key Purpose of Job**    1. To be responsible for the operation of day-to-day effective and efficient service delivery.    2. To ensure the sustainable delivery of an effective, efficient, and compliant service.    3. To work to achieve planned outcomes on both a long and short-term basis internally and community wide.    4. To work within and foster a Health and Safety culture.    5. To be responsible for the undertaking of maintenance inspections of land owned by Torbay Council whilst ensuring effective management of any relevant licences.    6. To provide assistance in the operation and compliance of the New Roads and Streetworks Act. |

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| 1. **Anticipated Outcomes of Post**    1. An efficient, effective and professional service that, as a minimum, meets the national and local performance targets and delivers high quality outcomes for Torbay and its residents.    2. That Torbay’s residents and visitors receive an efficient and timely service.    3. To reach agreed targets for the provision and quality of the service.    4. That SWISCo, the service and Torbay Council are recognised for efficient service delivery in the community.    5. The service remains legally compliant through the observance of all relevant provisions of the New roads and Streetworks act 1991, Highways Act 1980 and Occupiers Liability Act 1957.    6. That SWISCo fulfils the duty on behalf of Torbay Council in the maintenance of the public highway, car parks, parks and recreational land.    7. The ensured safe use of Torbay Council owned land where there are ongoing Streetworks through coordinated use of the highway and land by statutory undertakers and licence holders.    8. One team one goal. |

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| 1. **List Key Duties and accountabilities of the post**     1. Work closely with managers and other team members to promote and ensure efficient communications at all levels within the team as well as between departments.    2. To work against set planned schedules and undertake operational tasks required as well as being responsive to operational needs. Through the undertaking of cyclic and non-planned inspections of Torbay Council owned land, including identification, recording and processing of information relation to maintenance requirements or defects.    3. To work as a team to ensure operations meet with SWISCo’s safety, performance and operational targets. To include maintaining effective understanding of health and safety with regard to safe working practices.    4. To maintain effective working standards to ensure effective delivery of service provision in line with the established timeframes.    5. Undertake and attend all necessary and required training, to include ensuring up to date knowledge of all required legal documentation and Codes of Practices to ensure compliant discharge of duties.    6. Providing regular communication to line managers to maintain effective service delivery and highlight issues that may adversely affect service delivery.    7. Make and foster effective relationships that support the one team ethos.    8. To provide polite, professional and effective customer service as a forward-facing representative of SWISCo.    9. An effective Health and Safety culture is fostered and maintained.    10. To ensure observance of all the relevant provisions of the New Roads and Street Works Act, Highways Act and Occupiers’ Liability Act including inspecting reinstatements, issuing Defect Notices and administering/serving notices to offenders who are in contravention.    11. Instructing and supervision of maintenance contractors.    12. Investigation and reporting on claims for damages against Torbay Council on their behalf, in liaison with their Legal Services Group.    13. Ensuring that any signing, guarding and traffic control complies with Chapter 8 of the Traffic Signs Manual, and that Health and Safety legislation is observed.    14. Dealing with enquiries and complaints from members, officers, other agencies and authorities and the public. Attending community group meetings as required to consider queries in relation to highway maintenance.    15. Involvement as required in dealing with, attending and supporting with emergencies, winter maintenance and emergency service providers. This will include out of hours working.    16. Maintaining and fostering appropriate levels of communications and liaison with representatives from Statutory Undertakers.    17. Processing and authorisation of licences and permits for work and encroachment on the highways as provided by the Highways Act 1980.    18. Assisting in the maintenance of an efficient administration system relating to street works and maintenance works, including the use of computer-based systems. |

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| 1. **Budgetary / Financial Responsibilities of the post**    1. No financial responsibilities. |

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| 1. **Supervision / Line Management Responsibilities of the post**     1. No supervision or line management responsibilities. |

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| 1. **Working Environment & Conditions of the post**    1. Manual role in terms of inspections where locations could be on or next too busy highways and on remote recreational land.    2. Potential adverse weather conditions.    3. Working in an environment with potential hazards such as traffic, machinery and uneven ground. |

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| 1. **Physical Demands of the post**    1. Requirement to spend most of the day on the go, which includes traversing long distance to reach inspection sites.    2. Operational requirement for manual handling such as lifting and/or carrying equipment as well as having to clear debris where required.    3. Some operational requirements to work around hot tarmac and other such hazardous materials.    4. Potential traversing of uneven ground and other obstacles. |

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| 1. **Specific Resources used by the post**     1. IT equipment suitable for agile working and whilst on the road, mobile phone / tablet / laptop etc.    2. PPE as suitable to role and duties being undertaken.    3. Driving of dedicated fleet vehicles appropriate to licence categories held.    4. Hand tools. |

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| 1. **Key Contacts and Relationships**    1. **External**   Torbay Council departments  Nearby District Councils  Suppliers  Contractors  Community engagement/partners/volunteers  Emergency Response organisations  Members of the public   * 1. **Internal**   Operational teams/Service Managers/Colleagues  Senior Management Team  Human Resources |

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| 1. **Other Duties**    1. To undertake additional duties as required, commensurate with the level of the job. |

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| Other InformationAll staff must commit to Equal Opportunities and Anti-Discriminatory Practice.  1. SWISCo operates a Smoke-Free Policy and the post-holder is prohibited from smoking in any of the SWISCo, or associate company buildings (including Council owned and Council leased buildings, but excluding designated areas in residential schemes), enclosed spaces within the curtilage of buildings, and SWISCo or associated company vehicles. 2. SWISCo does not permit smoking breaks within work time, however, in services where the flexi-scheme is in operation, employees may take reasonable break times outside of core hours, in accordance with flexi-time arrangements. Employees should follow the flexi-scheme procedure for agreeing time away from their duties in the normal manner with their immediate colleagues and line manager, with break start and finish times being recorded, as with any other break-time arrangement. 3. The post-holder is expected to familiarise themselves with and adhere to all relevant SWISCo Policies and Procedures. 4. The post-holder must comply with SWISCo Health and Safety requirements as outlined in the H&S policy appropriate to the role. 5. This post is suitable for agile working, but the post holder may be required to work out of a location within the company at a future date. 6. The post-holder must be committed to the SWISCo Core Values for employees as defined in the employee handbook - Evidence will be sought during the probation and appraisal processes. 7. If you are required to use your own vehicle on SWISCo business or drive a SWISCo vehicle you will be asked to provide information which will be audited on a quarterly basis and undertake any required assessments. 8. You will be asked to complete a Criminal Records Self Declaration Form. Criminal convictions will only be taken into account when they are relevant to the post. You will only be asked to disclose ‘unspent’ convictions. 9. SWISCo is committed to safeguarding and promoting the welfare of children and applicants must be willing to undergo the checks appropriate to the post applied for. |

** Person Specification**

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| **Note for Candidate**  **All Candidates**  The supporting statement on your application form will be used to assess ability to meet the essential requirements of the role, so you should explain how you meet each of the numbered essential requirements within your supporting statement.    In a competitive situation, the desirable criteria may be taken into consideration, so you are encouraged to show how you also meet each of the desirable criteria. Candidates who consider that they have a disabilityReasonable adjustments will be made to the job, job requirements or recruitment process for candidates with a disability.If you consider yourself to have a disability you should indicate this on your application form, providing any information you would like us to take into account with regard to your disability in order to offer a fair selection interview.Wherever possible and reasonable we will make adjustments and offer alternatives to help you through the application and selection process.If you have indicated that you have a disability on your application form you will be guaranteed an interview if you clearly demonstrate in your supporting evidence how you broadly meet the essential requirements of the role. |

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| **Essential Skills and Effectiveness:** | **Desirable Skills and Effectiveness:** |
| 1. Ability to work collaboratively and as part of a team, to include those from other teams and service areas. 2. Effective organisational skills to include time management as well as being able to apply effective attention to detail. 3. Effective ability to meet targets and demand, to include conflicting deadlines. 4. Able to work on own initiative proactively and with the minimum of direction. 5. Excellent interpersonal and communication skills to include the skills required to handle sensitive issues sympathetically and effectively. 6. Effective negotiation skills when dealing with staff and members of the public with the use of diplomacy where required. 7. Effective communication skills to include the ability to present information to others concisely and consistently. 8. Possession of impeccable customer relationship and service skills in order to demonstrate a customer focused approach. 9. Effective manual handling skills. 10. Ability to take direction and work in an inclusive manner. 11. Understanding of MS Teams and Office 365. 12. Ability to work flexibly and adaptable to changing situations. |  |

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| **Essential Knowledge:** | **Desirable Knowledge:** |
| 1. Effective knowledge of Health & Safety processes. 2. Practical knowledge and understanding of statutory obligations which affects the service area. 3. Effective knowledge, understanding of data protection and confidentiality. 4. Demonstrable knowledge and understanding of the New Roads and Street Works Act 1991, Highways Act 1980, Occupiers Liability Act 1957 and all associated codes of practice. 5. Practical knowledge and understanding of how to use GIS systems. | 1. Practical knowledge and understanding of winter maintenance protocols |

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| **Essential Experience/Achievements:** | **Desirable Experience/Achievements:** |
| 1. Previous experience of working in a time critical role and environment. 2. Experience of problem solving to successful outcomes. 3. Able to demonstrate and in-still trust to staff members at all levels, clients/customers and the general public. 4. Experience of demonstrating and promoting equal opportunities. 5. Previous experience of working within a Local Authority environment in order to gain a working knowledge of legislation relating to environment and planning such as the Town and Country Planning Act, Clean Neighbourhoods and Environment Act and Public Health Act. | 1. Previous experience of working within a performance driven organisation and against Key Performance Indicators or other performance related targets. |

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| **Essential Qualifications/Professional Memberships:** | **Desirable Qualifications/Professional Memberships:** |
| 1. Educated to ONC standard or possess equivalent organisational knowledge and experience in Civil engineering. 2. Chapter 8 accreditation of the Traffic Signs Manual 3. Full Drivers Licence | 1. SCOTVEC street works registration. |

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| Essential – Other requirements of the job role  * Ability to carry out the physical requirements of the role (i.e. manual handling, outdoor working). * Ability to travel efficiently around the Bay in order to carry out duties. * Ability to accommodate unsociable hours. * Ability to accommodate agile working if required. |