

## JOB DESCRIPTION

Job Title	Utility Liaison Officer (Initial 12month contract)
Position Number(s)	51017118
Department	Transport, Highways Parks and Leisure
Section or Service	Network Management
Grade	Range C - £31,434 - £34,986

Responsible to:	Network Manager
Employees directly supervised (if applicable):	0
<b>Family Tree</b>	
<i>Indicate by means of a diagram the position of job within the organisation or attach an organisation chart.</i>	
<pre>graph TD; NM[Network Manager] --&gt; CTM[Co-ordination Team Manager]; NM --&gt; CO[Compliance Officer]; NM --&gt; UL[Utility Liaison Officer]; NM --&gt; PI[Principal Inspector]; CTM --&gt; PCO1[Permit Co-ordinator]; CTM --&gt; PCO2[Permit Co-ordinator]; CTM --&gt; PCO3[Permit Co-ordinator]; CO --&gt; HO[Highways Officer]; PI --&gt; HO1[Highways Officer]; PI --&gt; HO2[Highways Officer]; PI --&gt; HO3[Highways Officer]</pre>	

## DESIGNATION:

### **1. JOB PURPOSE:**

To assist the Network Manager, Principal Inspector and Highways Officers in managing the performance of utility companies and to ensure their works are being carried out in accordance with the legislation and supporting codes of practices

To ensure the Council maintains an accurate up to date Street Works register that is compliant to the New Roads and Street Work Act 1991

To maximise income for the team by ensuring all street works related fees and charges are agreed, invoiced and paid

To assist the team in ensuring it meets its statutory network management duty under the Traffic Management Act

## **2. DESCRIPTION OF DUTIES:**

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To manage the Street Works register and engage with the system supplier regularly regarding upgrades, issues and enhancements. Provide guidance to the wider team on running reports, scheduling inspections and general system performance.

To lead on the implementation and ongoing monitoring of the Street Manager system including setting up of API's, identifying and reporting ongoing issues and engagement with the Street Manager Governance group to make recommendations for enhancements.

Manage and maintain the street works gazetteer and ensure it is kept up to date and submitted to Geoplace on a monthly basis. Identify and correct any errors in validation.

To manage the defect process, including the escalation process, ensuring all notifications are sent within the agreed timescales and where applicable works in default are carried out and recharged accordingly

Financial control of all related street works charges and fees including permit application fees, Section 74 overrun charges, sample and defect fees, ensuring any disputes are settled and invoiced accordingly

To manage the Section 81 process ensuring defective apparatus is notified to the correct utility for action and to monitor and report on progress of remedial works

To programme inspections for Highways Officers according to priority and ensure all results are accurately recorded on the street works register

To assist in the operation of the fixed penalty notice and permitting regime to ensure all works are being carried out correctly and that any non-compliances are highlighted and raised with the relevant utility companies

To produce regular performance reports relating to utility works and inspector output levels

Identify any investigative work that is required and allocate to relevant inspectors across the team

Collate witness statements, photographic evidence and produce reports for all potential prosecution cases in preparation for hand over to our legal department

To co-ordinate all incoming correspondence such as complaints, enquiries, freedom of information act requests, ensure they are allocated to the correct officers and monitor so that they are all replied to within the correct timescales

Liaise with statutory undertakers to assist with more intricate issues e.g. sourcing or suggesting alternative materials, site investigations, attend meetings to establish ownership of works/defects and best practical solutions to complete works.

To manage and report all water leaks and monitor progress of Thames Water responding and repairing them. Ensure accurate record is kept and that all consequential damage work is correctly recorded and carried out in agreement with Principal Inspector

To provide support and information for managers, colleagues and others in relation to street works and other general information and maintain contact with utility companies to action works where necessary

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**I agree to the above job description**

**Post Holder.....**  
**Date.....**

**Head of Service.....**  
**Date.....**

## **PERSON SPECIFICATION**

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<b>Job Title:</b>	Utility Liaison Officer
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### **Conditions to Note:**

#### **Candidates:**

When completing your application form, please address your answers directly to each of the selection criteria below. This enables the panel to assess your ability to meet each criterion. It is essential that you give at least one example of your ability to meet each of the four Values and Behaviours: Putting Communities First, Respect, Integrity and Working Together.

#### **Recruiting Managers:**

The following values and behaviours are essential criteria in each post and must be addressed directly by candidates. The Guidance Notes on values and behaviours for managers give example questions to probe candidates in the interview and application stages of the recruitment process.

#### **Values & Behaviours**

The Royal Borough of Kensington and Chelsea has identified four key behaviours and values that should be demonstrated by all council employees. Successful candidates will show the ability to meet these behaviours. Candidates applying for managerial/leadership roles should also demonstrate two additional leadership behaviours.

A

#### **Equal Opportunities**

Demonstrate an understanding of and commitment to Council policies in relation to Equal Opportunity, Customer Care and service delivery, and the ability to implement these policies in the workplace.

B	<p><b>Qualifications</b></p> <p><b>Essential:</b></p> <ul style="list-style-type: none"> <li>• To have a working knowledge of Street Works and industry accreditation in the form of a City and Guilds Supervisors Qualification and Administration of Street Works Notices.</li> </ul> <p><b>Desirable:</b></p> <ul style="list-style-type: none"> <li>• ONC in Civil Engineering or similar</li> </ul>
C	<p><b>Skills; Experience and Attitude</b></p> <p><b>Essential:</b></p> <ul style="list-style-type: none"> <li>• Experience with using street works registers and an understanding of EToN</li> <li>• A good working knowledge of permit schemes and associated national conditions along with the fixed penalty regime</li> <li>• Excellent IT skills and experience in using a wide range of Office programmes especially Excel and Word</li> <li>• Good communication skills, both verbally and in writing and a proven record of engaging with internal and external stakeholders at all levels</li> <li>• Well organised and able to manage their own workload and to monitor and programme others where applicable</li> <li>• Ability to work well under pressure whilst maintaining an excellent attention to detail</li> <li>• Uses their own initiative and finds solutions to problems</li> <li>• Excellent customer care skills and someone who is able to listen and adapt their approach according to the situation in hand</li> <li>• Shares resources, ideas and ideas with other team members</li> <li>• A good team member who is able to develop strong relationships with colleagues and external stakeholders</li> </ul>
D	<p><b>Our Values &amp; Behaviours</b></p> <p><b>PUTTING COMMUNITIES FIRST</b></p> <ul style="list-style-type: none"> <li>• We put local people at the heart of decision making in everything we do.</li> <li>• We seek to include and involve: all voices matter.</li> <li>• We provide quality services that are responsive, effective and efficient.</li> </ul> <p>The following examples are indicators of effective behaviour:</p> <ul style="list-style-type: none"> <li>• I actively involve and include the communities that I serve in my work.</li> <li>• I shall reflect the views of the communities in my daily work.</li> <li>• I shall improve the service I provide through seeking feedback from others.</li> </ul> <p>Our residents will feel that:</p>

	<ul style="list-style-type: none"> <li>• I have been included</li> <li>• I can see how my views have been taken into account</li> <li>• I can see improvements and developments based on my input</li> </ul>
E	<p style="text-align: center;"><b>RESPECT</b></p> <ul style="list-style-type: none"> <li>• We listen to everyone and value the personal experiences of people in our communities and of each other.</li> <li>• We adopt a fair, and involving approach regardless of any way in which an individual is different to us.</li> </ul> <p>The following examples are indicators of effective behaviour:</p> <ul style="list-style-type: none"> <li>• I adapt my approach to take account of all differences and cultures in the community and with colleagues.</li> <li>• I ensure I am equitable and fair by including those who are quiet or may not be able to represent themselves.</li> <li>• I communicate in a way that is respectful, encourages involvement and meets people's needs.</li> </ul> <p>Our residents will feel that:</p> <ul style="list-style-type: none"> <li>• I feel my culture and background are respected.</li> <li>• I have confidence that action is being taken.</li> <li>• I feel I am being treated fairly.</li> </ul>
F	<p style="text-align: center;"><b>INTEGRITY</b></p> <ul style="list-style-type: none"> <li>• We act with openness, honesty, compassion, responsibility and humility.</li> <li>• We let people know what we are doing and communicate why and how decisions have been made.</li> </ul> <p>The following examples are indicators of effective behaviour:</p> <ul style="list-style-type: none"> <li>• I demonstrate empathy in my interactions with others.</li> <li>• I am honest and transparent about the decisions I take.</li> <li>• I follow through on the actions I say I will take and take ownership for communicating the outcome.</li> </ul> <p>Our residents will feel that:</p>

	<ul style="list-style-type: none"> <li>• I am told when something is not possible and the reasons why are explained to me.</li> <li>• I feel my perspective is listened to and understood.</li> <li>• I feel my views are valued</li> </ul>
G	<p><b>WORKING TOGETHER</b></p> <ul style="list-style-type: none"> <li>• We work together and in partnership with everyone that has an impact on the lives of our residents.</li> <li>• We want to understand, learn from each other and continually adapt.</li> </ul> <p>The following examples are indicators of effective behaviour:</p> <ul style="list-style-type: none"> <li>• I work with others to provide an effective service for residents, local communities and other departments within the Council.</li> <li>• I seek ways to work with other departments to deliver a seamless service and find opportunities to improve.</li> <li>• I seek out opportunities to learn from my colleagues and build on good practice.</li> </ul> <p>Our residents will feel that:</p> <ul style="list-style-type: none"> <li>• I can get my issue resolved without being passed around departments.</li> <li>• I find it easy to access the services that I need.</li> <li>• I feel the Council is open to new ideas.</li> </ul>