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| **ROLE PROFILE** |

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| **Job Title:** | Highways Liaison Assistant | **Job Code:** | PS/FA3 |
| **Department:** | Facilities and Assets | **Version:** | 1.1 |
| **Reports To:** | Highways Liaison Coordinator | **Date Created:** | November 2016 |
|  |  | **Grade:** | G |

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| **Is this a politically restricted Post?** | ~~Yes~~/ No *(\*if yes, see our policy on what this means)* |

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| **ORGANISATIONAL CONTEXT** |

**Our Vision as an organisation is:**

To be a globally recognised economy where good growth delivers high levels of prosperity, jobs and quality of life for everyone.

**To achieve this we will:**

Secure the means to deliver projects and services needed for growth in the City Region, be its voice nationally and internationally, and build the partnerships to ensure the best economic outcomes.

**Our department contributes to this by:**

To ensure cost effective, well managed interventions in local transport services to achieve WYCA objectives

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| Job Overview: |
| * To provide assistance to the Highways Liaison Coordinator in the maintenance of street furniture, including undertaking site visits, liaison with highways authorities and bus operators on road closures and special events. * Responding to local issues involving all aspects of infrastructure. * Responding to traffic management schemes affecting public transport services * Representing WYCA’s interests at both internal and external meetings * Take a pro-active approach to participating and delivering of your directorate’s objectives. * Demonstrate commitment to corporate processes and ensure that these are delivered at all times. * Be a visible and enthusiastic team member, encouraging partnership working across the organisation. * Take a positive approach to self-development. |
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**CRITICAL SUCCESS FACTORS**

*We break each job down to explain the critical areas for success, ranked by importance.*

*These indicate the end result or outputs for which the role holder is responsible.*

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| People Contacts: |
| * Support partnership working across the organisation and externally. * Work together with your team to ensure targets are achieved. * Be an advocate of our strong performance management culture, taking accountability for delivering results. * Contribute to a positive working environment for your team, with a solid ethic of working towards achievement of our vision. * Take a proactive approach to internal processes, contributing during meetings and interviews. * Utilise effective communication channels when working with others. |

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| Technical Duties: |
| * Undertaking site visits for new, relocated and cascaded infrastructure including following   up requests from MP’s, Councillors, members of the public, bus operators, developers and  highway authorities.   * Involvement in the development of traffic management schemes. * Representing WYCA’s interests at both internal and external meetings on projects/schemes which impact on the provision of public transport. * Dealing with correspondence including the use of the Customer Feedback database, writing consise accurate responses * Providing support to the Asset Management Coordinator and covering for Asset Management Assistants when required, including supervision and management duties.   • Typically works on horizons of one year, in line with the objectives set in the business plan  . Understanding and acting on requests from Members of Parliament, Councillors and district authorities– including site visits to determine the installation/relocation/or removal of assets and advising Councillors and the MP’s office when works have been completed at site, including some verbal contact when Cllrs contact WYCA   * Typically works on horizons of one year, in line with the objectives set in the business plan.   To uphold procedures in place to achieve your strategic objectives, suggesting amendments to processes  as required.   * Ensuring compliance with WYCA’s Health and Safety Policy. |
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| Impact & Influence: |
| * To coordinate with highways authorities and bus operators, bus diversions and passenger information relating to road works, road closures and special events. * Liaison with other WYCA departments with regard to all changes to on-street infrastructure. * Represent the interests of your team within the context of the wider aims of the CA both internally and externally. * Fosters good working relations across the organisation, building effective team relationships. |

*The above lists of accountabilities are not exhaustive. The role holder will be required to undertake such tasks as may reasonably be expected commensurate with the scope and grading of the role.*

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| THE PERSON |
| Knowledge:   * Experience of successfully performing in a smilar role * Practical experience of successfully performing in a similar role. * Educated to GCSE level or equivalent   People:     * Experience of effectively contributing to team objectives. * Experience of successfully identifying appropriate communication channels to deliver information. * Experience of effectively contributing to organisational vision.   Technical:   * Good Geographical knowledge of West Yorkshire. * Knowledge of Bus Operations in West Yorkshire. * Knowledge of NRASWA. * Knowledge of infrastructure products including installation methods. * Knowledge of highways schemes and projects and how they impact on the public transport network * Knowledge of bespoke software – COSA, Route Explorer, Photo Editor * Strong communication skills.   Impact & Influence:   * Following up requests from external authorities, developers and members of the public |

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| OUR VALUE & BEHAVIOURS |
| We are proud of our culture, which is supported by our values and behaviours. You’ll want to get the full picture of how we work together to achieve our shared Vision, you can find these on our website. |