



<b>POST TITLE</b>	<b>Transport Traffic Information Officer</b>
<b>DIVISION / SECTION</b>	<b>Planning and Transport</b>
<b>DEPARTMENT</b>	<b>Place</b>
<b>RESPONSIBLE TO</b>	<b>Senior Transport Team Leader</b>
<b>NUMBER OF POST HOLDERS</b>	<b>3</b>
<b>ACTING UP/ SECONDMENT</b>	<b>NO</b>

**PURPOSE OF JOB**

To support and assist the Senior Transport Team Leader in the effective delivery of a variety of transport road work co-ordination and improvement projects through the provision of a comprehensive roadwork co-ordination operation.

Collect information about works being undertaken by the Council, Public Utilities, builders, developers and event organisers and identifying potential conflicts.

Monitor and verify where necessary, information about works from the Council's GIS system and the Scottish Road Works Register and any other source available, the road network through the Councils CCTV system in relation to delays and congestion to road users and pedestrians.

Issue and provide information to the media, CLARENCE, driver organisations and other stakeholders using a variety of resources including Social Media.

Work as part of a team to plan, programme and co-ordinate road works throughout the city to avoid conflicts, disruption and disturbance to the public.

**THE WHAT - MAJOR TASKS/JOB ACTIVITIES**

- To provide advice, support and assistance to road and traffic managers.
- Issuing information, in detail, about road works and other road occupations to the public, media, elected members, Council staff, CLARENCE and utilities using Twitter and other media available.
- Checking and monitoring accuracy of information and contacting contributors to update when necessary.
- Preparing professional reports for both technical and non-technical readers.
- Enquiring with utility companies when further information is required.
- Providing a comprehensive travel information service that is valued by a growing band of users;
- Planning and managing traffic flows across the road network to minimise journey times and disruption;

- Promoting and enabling active, safe, healthy and sustainable travel and transport through word and deed;
- Liaising with and co-ordinating public transport operators (rail, bus, tram and air) to provide a seamless comprehensive service for those who live, work visit or travel through Edinburgh;
- Producing daily, weekly and monthly reports of road works for circulation to stakeholders.
- Identifying issues and contention early and ensuring managers, elected members and the public are informed as appropriate.
- Answering enquiries from the media, public and elected members.
- Attend meetings, working groups and public forums with stakeholders to understand and contribute to the planning of works and their publicity.
- Monitor the progress of works as planned and advise if slippages are identified.
- Develop and manage the implementation of roads works co-ordination.
- Assist in the co-ordination of road works.
- Ensuring compliance with Health and Safety legislation;
- Undertaken all work in compliance with the Departmental Quality Management System;
- Ensuring compliance with Departmental Policy/Standing Orders/Local Transport Strategy;
- Undertaking and/or managing preliminary changes to the Councils Traffic Control system as required in cases where delays can be eased.
- Liaising, consulting and engaging with other sections/Departments, statutory undertakers, landowners and other stakeholders involved in or affected by road works;
- Monitoring and reporting of construction works ensuring compliance with the traffic management Code of Practice and agreed traffic management arrangements; and

#### **THE HOW - KNOWLEDGE AND SKILLS (E.G. CREATIVITY, INNOVATION, RELATIONSHIP MANAGEMENT, DECISION MAKING)**

- Applied knowledge of Transport policy, practices and process, and supported by relevant qualifications, e.g. SVQ level 4, or equivalent experience.
- Demonstrate critical and analytical thinking to help resolve issues or make improvements.
- Proven ability to build and develop productive working relationships within the team and across the organisation.
- Proven ability to influence and negotiate to achieve desired outcomes.
- Proven ability to interpret, analyse, compare and contrast data and information to help drive continuous improvement.
- Demonstrate effective communication skills and understanding of the target audience.
- Demonstrate sound judgement in decision making within agreed governance controls.
- Full proficient in Microsoft Office

#### **ENVIRONMENT**

- Manage own time to meet deadlines and deliver outcomes to agreed quality standards.
- Physical demands and conditions will be predominantly within the range of normal office based activities.
- All employees are expected to adhere to Council standards of practice in line with policy, e.g. health and safety

#### **SUPERVISION AND MANAGEMENT OF PEOPLE (NUMBERS AND TYPE OF STAFF)**

- There is typically no management or supervision of staff required in the role although may be asked to stand in for colleagues as appropriate.

#### **RESOURCES**

- The post will not normally be responsible for non staffing budgets. The post will have shared responsibility for the security and maintenance of council wide information systems.

## **HEALTH AND SAFETY**

The Council must abide by relevant health & safety and employment law, as well as the common law duty of care. All members of staff are required take care for their personal health and safety and that of others who may be affected by their actions or inactions. You are therefore required to carry out your duties in a safe manner in accordance with instructions and in compliance with safety rules/procedures, regulations and codes of practice. You are required to advise your line manager if you become aware of any unsafe practice or condition or if you have any other safety concerns and should comply with accident and near-miss reporting procedures.

If you supervise, manage or lead other staff, you are also responsible for ensuring that the Council's operations are carried out in such a way that ensures, so far as is reasonably practicable, the health, safety and welfare of those staff and that of any others who may be affected. You will therefore conduct relevant risk assessments and assign duties with appropriate instructions, in compliance with safety rules/procedures, regulations and codes of practice. You will address and/or escalate any issues of any unsafe practice, condition or any other safety concerns you identify or that are brought to your attention, taking appropriate advice as necessary and will ensure that accident and near-miss reporting procedures are understood and complied with.