

JOB DESCRIPTION & PERSON SPECIFICATION

JOB TITLE

Highways Agency Traffic Officer (pay band TM1B). This role is classified as safety critical due to the nature of responsibility.

REPORTS TO

Team Manager.

SALARY

The salary will be as advertised.

The Traffic Officer Service operates a 24/7 service, 365 days per year. This role is expected to work on one of two rotating shift patterns, both of which include weekends. The current shift patterns are either a double day shift, which excludes nights and attracts a 12.5% shift allowance or a 24/7 shift, which includes nights and attracts a shift allowance of 20%. The Traffic Officer role is primarily a full time position, however part time working patterns will be considered on an individual basis.

MAIN RESPONSIBILITIES

As a Traffic Officer you will be responsible for providing on-road support throughout the motorway network.

To reduce incident related congestion

- Managing collisions
- Organising for the removal of damaged/broken down and abandoned vehicles
- Clearing debris/animals on carriageway
- Working with the emergency services and other agencies.

To improve road safety for all road users

- Undertaking high visibility patrols
- Providing mobile/temporary road closures
- Escorting or accompanying high risk, abnormal and other vehicles
- Dealing with pedestrians.

To improve journey time reliability

- Monitoring infrastructure and road works.

To improve customer relations

- Supporting special events.

Other duties

- Attending legal proceedings to give evidence as a witness.

PERSON SPECIFICATION

Eligibility criteria

- 1 year's experience in an operational customer focused role

or

- 6 months experience in an operational customer focused role AND a minimum of 5 GCSEs (or equivalent) at grade C or above

and

- Experience of motorway driving
- To have held a full valid UK driving licence for 2 years with a maximum of 3 points on your licence (at the time of sending in your application)
- Candidates must live within one hour's drive of their place of work.

Applications are welcomed from nationalities as outlined in the application pack. These applications must be supported by a driving record equivalent to the UK requirement and a full valid licence must be held that permits the applicant to permanently drive Highways Agency vehicles on the UK roads network. This will be assessed by the Agency who will seek advice from the DVLA where necessary before reaching a final decision on suitability.

Competencies

- **Communicates well with others**
Communicating and Marketing
- **Taking responsibility for, and pride in, the delivery of your own work**
Leadership
- **Providing the best quality service to our customers**
Customer service
- **Working with other teams, organisations and the public**
Partnership Working and Stakeholder Management
- **Ensuring safety of yourself, colleagues and the public**
Safety
- **Working under pressure to manage incidents (and conflict)**
Incident Management

The closing date for receipt of applications is advertised on our website for specific roles and locations. If you are successful you will be invited to attend a half-day Assessment Centre.