

## Job Description

|                                                 |                                                                                           |
|-------------------------------------------------|-------------------------------------------------------------------------------------------|
| <b>Job Title:</b>                               | Senior Streetworks Officer                                                                |
| <b>Directorate/Team:</b>                        | Network Resilience – Key Route Network                                                    |
| <b>Location:</b>                                | 16 Summer Lane or other site/location                                                     |
| <b>Responsible to:</b>                          | Traffic and Network Coordination Manager                                                  |
| <b>Responsible for:</b>                         | 0                                                                                         |
| <b>Key working relationships:</b><br>(internal) | Network Resilience, Delivery – Transport Portfolio, Integrated Transport Services         |
| <b>Key working relationships:</b><br>(external) | Local Authority partners, Utilities, Traffic Management companies, Developers, Regulators |

## Purpose of the Post

This role will lead strategic collaboration with the streetworks community in the region to identify and implement opportunities to collaborate during the delivery of streetworks and highway works to minimise impacts of planned disruption on the network to bring better outcomes for our residents and businesses.

## Accountabilities

- Lead the strategic coordination and convening of works promoters, acting as a conduit for successful collaboration
- Build and own effective working relationships with external stakeholders, promoting collaboration.
- Establish suitable processes to identify and support the implementation of collaborative works

## Responsibilities

### Strategic

- Collaborate with works promoters, traffic management providers, Regulators and Local Highway Authorities (LHAs) to promote and implement a “dig once” approach
- Partner with Governance to establish political and organisational buy in at all levels to achieve the best outcomes
- Convene a multi-partner Steering Group and establish a governance structure to deliver successful collaboration.
- Undertake effective monitoring and evaluation, reporting on KPIs to the Steering Group to inform future enhancement of the collaboration service
- Lead the implementation of innovative ways of working to maximise collaboration opportunities
- Represent TfWM by influencing delivery programmes, promoting forward planning and ensuring the best outcomes for road users, and in particular bus customers
- Build a suitable monitoring and evaluation tool to measure the benefits of collaboration across a diverse range of benefits
- Identify data requirements and opportunities to improve data accuracy, data sharing and data accessibility to maximise data-based decision making and improve future collaboration.
- Collaborate with WMCA’s bus team and bus operators to understand and analysis the impacts to bus operations and how these can be best mitigated to maintain the best service for customers
- Identify, manage and report on risks.
- Work flexibly and with integrity to meet the needs of the WMCA and Network Resilience function.

| People                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
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| <ul style="list-style-type: none"> <li>Build, maintain and own effective relationships at all levels with key external stakeholders and partners, including Local Authorities, Utilities, traffic management providers, developers, other works promoters and Regulators.</li> <li>Promote and lead behaviour change within the industry</li> <li>Lead the successful socialisation of new ways of working and promote the benefits of streetworks collaboration across all parties through extensive stakeholder engagement to realise full benefits of a collaborative approach</li> <li>Work collaboratively and in partnership with multiple agencies to identify conflicting aspirations and develop appropriate solutions.</li> <li>Support internal and external stakeholders with training needs associated with new ways of working</li> </ul>                                                                                               |
| Operational                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| <ul style="list-style-type: none"> <li>Lead on the development, adoption and management of a collaboration manual, associated processes and governance</li> <li>Understand the hotspots on the network for potential disruption and high impact disruptions to help prioritise collaboration activities</li> <li>Develop and establish an integrated mapping tool</li> <li>Convene and manage collaboration groups to ensure outcomes are maximised</li> <li>Establish effective systems and processes to ensure smooth directorate operations and alignment with existing activities.</li> <li>Use data to analyse the impacts of different scenarios to help inform decision making</li> <li>Work with WMCA's bus team and bus operators to identify suitable mitigation measures</li> <li>Work with Comms and Behaviour Change to ensure good customer service is maintained and opportunities to encourage modal change are amplified.</li> </ul> |
| Financial                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| <ul style="list-style-type: none"> <li>Ensure Value for Money and follow the appropriate governance processes for dealing with any financial activities.</li> <li>Identify potential cost-saving opportunities through process improvements and automation.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| Other                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| <ul style="list-style-type: none"> <li>Ensure Regulations and the Code of Practice are adhered to</li> <li>Stay updated with latest government guidance relating to streetworks and other relevant policies and legislation.</li> <li>Collaborate across partners to develop training materials or guidance documents related to streetworks collaboration and related processes.</li> <li>Engage with industry to identify and/or develop innovative products to further amplify collaboration opportunities and outcomes</li> <li>Actively participate in meetings, workshops, and training sessions.</li> <li>Maintain confidentiality and compliance with data protection regulations.</li> <li>Represent the WMCA in a professional manner.</li> <li>Undertaking such tasks as may reasonably be expected commensurate with the scope and level of the role.</li> </ul>                                                                          |

| Person Specification                                                       |  |                       |   |                |       |
|----------------------------------------------------------------------------|--|-----------------------|---|----------------|-------|
| Candidates/post holders will be expected to demonstrate the following:     |  | Essential / Desirable |   | How Evidenced? |       |
| Experience                                                                 |  | E                     | D | A*             | I* T* |
| Experience in streetworks Regulations and practices.                       |  | X                     |   | X              | X     |
| Experience in the delivery of Utility on site repair and renewal processes |  |                       | X | X              | X     |
| Experience of highway delivery scheme processes                            |  |                       | X | X              | X     |
| Experience of interpreting programmes and spatial data                     |  | X                     |   | X              | X     |

|                                                                                                             |          |          |           |           |           |
|-------------------------------------------------------------------------------------------------------------|----------|----------|-----------|-----------|-----------|
| Experience of analysing datasets                                                                            | X        |          | X         | X         |           |
| Experience working with and coordinating multiple partners                                                  | X        |          | X         | X         |           |
| <b>Skills / Knowledge</b>                                                                                   | <b>E</b> | <b>D</b> | <b>A*</b> | <b>I*</b> | <b>T*</b> |
| Good organisational skills and ability to manage workloads effectively                                      | X        |          | X         | X         |           |
| Good problem-solving skills                                                                                 | X        |          | X         | X         |           |
| An understanding of project management                                                                      |          | X        | X         | X         |           |
| An understanding of contract management.                                                                    |          | X        | X         | X         |           |
| An ability to communicate clearly and build effective working relationships with stakeholders and partners. | X        |          | X         | X         |           |
| Good communication skills                                                                                   | X        |          |           | X         |           |
| Understanding of data protection and confidentiality when handling sensitive information.                   | X        |          | X         |           |           |
| Ability to work proactively, with minimal supervision                                                       | X        |          | X         | X         |           |
|                                                                                                             |          |          |           |           |           |
|                                                                                                             |          |          |           |           |           |
| <b>Qualification / Education / Training</b>                                                                 | <b>E</b> | <b>D</b> | <b>A*</b> | <b>I*</b> | <b>T*</b> |
| Degree level qualification or equivalent experience                                                         |          | X        | X         |           |           |

**\*Key:** A = Application, I = Interview, T = Testing/Assessment

| <b>Core Expectations</b>              |                                                                                                                                                                                                                                                                                                                                                            |
|---------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Health, Safety &amp; Wellbeing</b> | All employees have a duty to take reasonable care for the health, safety, and wellbeing of themselves and of other persons who may be affected by their acts or omissions at work; and co-operate with their employer so far as is necessary to enable it to successfully discharge its own responsibilities in relation to health, safety, and wellbeing. |
| <b>Equality &amp; Diversity</b>       | Promote and champion equality and diversity in all aspects of the role.                                                                                                                                                                                                                                                                                    |
| <b>Learning &amp; Development</b>     | Participate in and take responsibility of any learning and development required to carry out this role effectively.                                                                                                                                                                                                                                        |
| <b>Performance Management</b>         | Actively engage in the performance management process and take responsibility for managing performance outcomes.                                                                                                                                                                                                                                           |
| <b>GDPR</b>                           | Ensure the reasonable and proportionate protection, processing, sharing, and storing of WMCA information in accordance with the relevant legislation, corporate policies, and in the best interests of the data subjects (Data Protection/GDPR), the WMCA, our partners, and the West Midlands, in all aspects of the role.                                |
| <b>Adherence to Policies</b>          | Be aware of and comply with all organisation policies.                                                                                                                                                                                                                                                                                                     |
| <b>Other</b>                          | There may be a requirement to work outside normal office hours on occasion, including a requirement to work within stakeholder and partner offices within the WMCA constituent area on a regular basis.                                                                                                                                                    |

| <b>Values</b>                                                                                                                                                                                                                               |                         |                                              |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------|----------------------------------------------|
| Our culture is underpinned by what we do and how we do it. Our behaviours outline the ways we need to work to deliver success, become truly inclusive, and make the organisation somewhere where everyone can give their best contribution. |                         |                                              |
| <b>Value</b>                                                                                                                                                                                                                                | <b>Competency</b>       | <b>Behaviour</b>                             |
| <b>Collaborative</b>                                                                                                                                                                                                                        | Team Focussed           | Works as part of team, managing and leading. |
|                                                                                                                                                                                                                                             | Service Driven          | Customer, resident, and partner focussed.    |
| <b>Driven</b>                                                                                                                                                                                                                               | Empowered & Accountable | Takes ownership and leads when needed.       |

|            |                            |                                               |
|------------|----------------------------|-----------------------------------------------|
|            | Performance Focused        | Ambitious and going the extra mile.           |
| Inclusive  | 'One Organisation' Mindset | Believe in each other's expertise.            |
|            | Open & Honest              | We do what we say we are going to do.         |
| Innovative | Forward Thinking           | Embrace change and open to new possibilities. |
|            | Problem Solving            | Go for clear and simple whenever possible.    |

| Additional Post Requirements |                                        |                              |                                        |                                      |                                   |                                   |                                          |                              |                                        |
|------------------------------|----------------------------------------|------------------------------|----------------------------------------|--------------------------------------|-----------------------------------|-----------------------------------|------------------------------------------|------------------------------|----------------------------------------|
| Essential Car User           |                                        | Politically Restricted Post  |                                        | Disclosure and Barring Service (DBS) |                                   |                                   |                                          | Vetting                      |                                        |
| Yes <input type="checkbox"/> | No <input checked="" type="checkbox"/> | Yes <input type="checkbox"/> | No <input checked="" type="checkbox"/> | Basic <input type="checkbox"/>       | Standard <input type="checkbox"/> | Enhanced <input type="checkbox"/> | None <input checked="" type="checkbox"/> | Yes <input type="checkbox"/> | No <input checked="" type="checkbox"/> |

| Job Evaluation Details |               |           |            |
|------------------------|---------------|-----------|------------|
| Date Evaluation Agreed | JEP Reference | Grade     | Job Family |
| 20/11/25               | JEP668        | SP32-SP36 |            |