**Job Profile Information: Asset Officer**

**This job profile information for Asset Officer is for guidance only and to be used in conjunction with Job Capsule for Environmental Job Level 3 Zone 1, Camden Way Category: 3**

**It is for use during recruitment, setting objectives as part of the performance management process and other people management purposes. It does not form part of an employee’s contract of employment.**

**Role Purpose:**

Ensuring all on-street parking related assets within Camden are compliant and in accordance with statutory legislation and Camden's parking policies and procedures. This will include reviewing assets on street; quality assuring all asset data; reporting faults and/or repairing assets; collecting, monitoring and reviewing data to measure the performance of contractors and in-house teams; recommending improvements to the placement and maintenance of assets based on data evaluation of Penalty Charge Notice issue, changes in statutory legislation and Council policy. Ensuring productive, supportive and good working relationships are maintained with all contractors.

**Example outcomes or objectives that this role will deliver:**

* Regular inspection and maintenance of parking assets that includes paid for parking machines, traffic signs and road markings. Ensuring all assets are correctly recorded on the council’s asset management program and are fully compliant with relevant statutory regulations and Camden’s parking policies and procedures.
* Understand all Traffic Management Orders in relation to traffic management and keep up to date with amendments produced by the relevant officers. Supporting the relevant parking officers in data management and asset management amendments.
* Liaising directly with the Transport Strategy and Engineering Services to advise and support on changes to the council’s road network that impact on parking. This includes communicating to the service any changes to the road network through Temporary Traffic Orders or scheme work that has a direct impact on the service.
* Maintain high quality, accurate and timely management information and performance data for all assets. Utilise system and other sources of data through various analysis techniques to pro-actively advise of current and anticipated areas of under-performance and inefficiency, making recommendations for appropriate action and improvements to contract performance.
* To assist in contract management by monitoring contract performance, collate and report data to ensure contract specifications and service level agreements are being met. Work in partnership with contractors and represent the Council in resolving service delivery issues and disputes, to ensure contract specification, compliance and performance standards are continuously achieved. To assist in the development of new contracts.
* To investigate and respond to any customer or stakeholder enquiry. To show resourcefulness and initiative in resolving queries and issues, applying sound judgement and common sense to problems which are within well-defined procedures and guidance, and making decisions that have a social and financial impact on the Council and customers.

**People Management Responsibilities:**

N/A

**Relationships:**

The post holder will be required to liaise with various teams and services across the council. Key contacts are likely to include:

* External Contractors
* Members of the public
* Elected Members
* Government Departments and other local authorities
* Senior Managers and Chief Officers
* Statutory undertakers
* Police and Emergency Services

The post holder will be interacting with these contacts on a range of matters that will at times be contentious and difficult. This will include the monitoring of performance for external contractors and raising of issues with such contractors.

**Work Environment:**

* The post holder will be required to work flexibly and compliantly within a highly regulated environment, with consideration for relevant Council policy and procedures, and legislation.
* The post holder will be expected to undertake training and share knowledge to develop staff in order to support one another and provide cover when necessary.
* Work will be based both on street (e.g. asset checking) and in the office (e.g. reviewing performance information and resolving issues with the contractor). Multi-tasking and organisation may be required to complete tasks.
* The post holder will work jointly with suppliers, providing a test bed for new technologies/developments, including software and hardware updates
* The post holder will be required to work on their own, in line with the hours of operation of relevant contracts.

**Technical Knowledge and Experience:**

* The post holder will be required to drive a vehicle and must have a clean driving licence.
* Understanding of health and safety regulations as they relate to the role.
* An understanding and working practice of customer care principles.
* An understanding of relevant parking policy and legislation.
* Knowledge of contract monitoring techniques.
* Good understanding of IT systems and software packages including an intermediate to advanced knowledge of Microsoft Excel, Traffic Sign design software, GIS mapping systems.
* Ability to communicate and present information effectively to a wide range of stakeholders.
* Ability to set up and maintain systematic and methodical information systems, both electronic and manual, with the ability to collate, manipulate, analyse and present data.
* Ability to work on own initiative, and to plan and prioritise work to manage conflicting priorities, meet delivery deadlines, targets and agreed work standards, with minimum supervision.
* Desirable is G39/1 Working on Street Furniture, Certificate (Legal Requirement).

**Camden Way – Five Ways of Working:**

In order to continue delivering for the people of Camden in the face of ever increasing financial pressure, we need to transform the way we do things. We call this the Camden Way. The Camden Way is a key part of our transformation strategy often referred to as the transformation triangle which links the Camden Plan, the Camden Way and the Financial Strategy together.

The Camden Way illustrates the approach that should underpin everything we do through five ways of working:

* Deliver for the people of Camden
* Work as one team
* Take pride in getting it right
* Find better ways
* Take personal responsibility

For further information on the Camden Way please visit:

<https://camdengov.referrals.selectminds.com/togetherwearecamden/info/page1>

**Chart Structure**

**TBC**