

Job Profile: Street Lighting Operations Specialist (Highways)

Job Title: Street Lighting Operations Specialist

Job Grade: Level 3, Zone 1

Salary Range: £31,434 - £36,110

About Camden

Camden is building somewhere everyone can thrive, by making our borough the best place to live, work, study and visit. Because, we're not just home to UK's fast-growing economy. We're home to the most important conversations happening today. And we're making radical social change a reality, so that nobody gets left behind. Here's where you can help decide a better future for us all. The post holder will play a key part in driving and delivering innovative change in Service processes and play a leading role in continuously trying to improve the service provided via the Highway's Quality Assurance team. The post holder will play a key role in leading back-office functions including, generating orders to third party companies, requesting, and forwarding Highway digging permits, receiving, checking, and logging invoices, generating utility maps for third party companies, preparing, maintaining, and monitoring financial records for the Street lighting team.

About the role

We are seeking a highly competent individual with very good numeracy skills and a professional attitude to work to join the Quality Assurance team. Core tasks will be to carry out the day-to-day administration of the Street Lighting team as well as cross cutting tasks for the Quality Assurance Team. The individual will be expected to lead in the development, implementation and continuous improvement of systems and procedures in the lighting team. As well as review, develop and continuously improve processes and procedures to achieve better and more efficient ways of working and optimise quality output. They will be receiving lighting faults, arranging repairs, and then maintaining all associated records which will be fully auditable. The postholder will also look at the business requirements and work proactively to support better use of data in decision making and development.

The individual will respond to high volumes of correspondence and complaints ensuring that appropriate items are logged for tracking. The Council is moving to a system called Fix My Street and so they will need to be conversant with this and ensure the responses are completed and closed off in a timely manner.

The postholder collaborate with the Street Gazetteer custodian and other stakeholders to ensure the maps that we deal with are as accurate as possible and must have a keen eye to pick up any anomalies and report these to the appropriate sections of the business for resolution.

The individual will liaise with other sections, contractors and sub-contractors, departments, divisions, and members of the public as required.

The successful candidate will also be required to prepare reports for data submissions such as Freedom of Information requests (FOI) and preparation of status/financial reports for the weekly meetings with the Highways Contractor and monthly financial meetings with the Quality Assurance manager. There are about 12 cost codes to maintain containing approximately a budget of £1.2 million.

The postholder will need to follow the Council's financial standing orders policy and be particularly aware of the financial scheme of delegation in relation to the Street lighting team.

About you

As an operations specialist for the Service, you will over time become an expert in all tasks related to your area, you will be resilient and continuously looking to improve. You will be highly skilled using all the modules within the specialist IT systems that we use (Symology and Oracle). You will be dedicated to using technology to improve data management and efficiency. Through your keen understanding of Symology, Oracle and Camden's various IT systems you will also be able to identify data quality issues and highlight these to the appropriate personnel to resolve these.

Manage an extensive workload with conflicting demands and priorities in terms of deadlines and customer expectations. For instance, when there is a road traffic collision you will be aware that you will need to prioritise raising an notification for an emergency disconnection and take this action immediately. You will be expected to have excellent time management skills, managing complex data projects through to completion while still maintaining the quality of day-to-day tasks.

You will influence the business decision makers within the service, demonstrating the use of quality data analysis and innovation.

You may be required to attend meetings or other out-of-hours events on occasion. Also, the end of the financial year is the key period for the Service and you will be expected to be well organised and prepared to deliver numerous key tasks like financial accruals within a short period and to deliver these accurately so that we successfully close down the financial year within the timescales set by the finance directorate.

Navigate through change and deliver results in uncertain environments especially when there are financial challenges and the need to work smartly with fewer resources.

Have the ability to work independently or collaboratively as required.

You will have had exposure to all the current challenges facing the Team/Service and taking these into account you will be able to present complex information to a range of audiences within the service, from officers/engineers to Senior Managers.

It would be highly desirable to have had experience using a Highways Software package such as Symology Insight in a Local Government setting, particularly in relation to processing work orders and dealing with Highway permits.

A degree level qualification or equivalent work experience is essential. Also, an understanding or knowledge of Street lighting (or Highways) practice gained from some previous experience would also be desirable.

Technical Knowledge and Experience:

- Knowledge of Street lighting (or Highways) practice.
- Good understanding of Customer care principles.
- Good understanding of IT and software packages in the Highways industry.
- At least 3 years' experience of good office practice.
- Local government knowledge.

Work Environment:

The role is primarily office based but external meetings may be necessary. The team is based at 5 Pancras Square. Working from home will also be required. You will be expected to work between Monday and Friday.

People Management Responsibilities:

The post holder will be responsible for the supervision of temporary, contract, agency, and voluntary personnel as and when necessary.

Relationships:

The post reports directly to the Quality Assurance Manager. They will have the ability to connect across boundaries, developing good working relationships with Service, Directorate, Finance and ICT officers, councillors, key stakeholders, and Senior Management in order to justify and influence change.

Over to you

We're ready to welcome your ideas, your views, and your rebellious spirit. Help us redefine how we're supporting people, and we'll redefine what a career can be. If that sounds good to you, we'd love to talk

Is this role Politically Restricted?

Some posts at Camden are politically restricted, which means individuals holding these posts cannot have active political role. For a list of all politically restricted roles at Camden [click here](#).

Diversity & Inclusion

At Camden, we value and celebrate difference and encourage diversity in all respects. Our diverse workforce ensures we represent our communities to the best of our ability and enables us to make better decisions. Because of this, we particularly welcome applications from Black, Asian and other ethnic groups, those who identify as LGBT+, neurodiverse and disabled people. Click [Diversity and Inclusion](#) for more information on our commitment.

Agile working

At Camden we view work as an activity, not a place. We focus on performance, not presenteeism. We create trusting relationships; we embrace innovation rather than bureaucracy and we value people. Collaboration is the Camden way, silo working isn't.

At Camden we are proud to be one of Hire Me My Way's inaugural campaign supporters. Hire Me My Way is a national campaign led by Timewise, designed to increase the volume of good quality jobs that can be worked flexibly in the UK (www.HireMeMyWay.org.uk). Hire Me My Way aims to treble the number of available good quality flexible jobs to 1 million by 2020.

Asking for Adjustments

Camden is committed to making our recruitment practices barrier-free and as accessible as possible for everyone. This includes making adjustments or changes for disabled people, neurodiverse people, or people with long-term health conditions. If you would like us to do anything differently during the application, interview or assessment process, including providing information in an alternative format, please contact us on 020 7974 6655, at resourcing@camden.gov.uk or post to 5 Pancras Square, London, N1C 4AG.