

JOB DESCRIPTION & PERSON SPECIFICATION

JOB TITLE

Regional Control Centre Operator (pay band TM1A). This role is classed as a safety critical role due to the nature of responsibility.

REPORTS TO

Team Manager.

SALARY

The starting salary will be £17,319 (plus up to 20% shift allowance). There is also a £1,000 additional allowance in some regions. This is a 24/7 service operating 365 days per year therefore 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%.

TIMESCALES

All successful candidates who are not offered a vacancy will have the option of being placed on a waiting list for up to 12 months for future vacancies as and when they arise.

MAIN RESPONSIBILITIES

- To support the Highways Agency objectives of improving journey reliability and reduction of incident related congestion
- Monitor the operation of the network by analysing information from various sources such as Traffic Officers, traffic management systems, Police, CCTV, historic and predicted traffic patterns.

This information will be used to:

- Set roadside signs
- Deploy roadside resources such as Traffic Officers and Incident Support Units as well as liaising with Police
- Request the attendance of other emergency services
- Provide information to road users and others.

Operate and monitor systems such as:

- CCTV
- Electronic road signs
- Emergency roadside telephones
- Police/HA radio systems.

Operate and provide information for HA and Police systems:

- Maintain an accurate and timely record of information, decisions and actions
- Accurately record information for Police enforcement and intelligence purposes
- Collect information for management monitoring and provide feedback as necessary.

Full training and support will be given to all successful candidates.

PERSON SPECIFICATION

Eligibility criteria

- 1 year's experience in an operational work environment

or

- A minimum of 5 GCSEs (or equivalent) at grade C or above.

and

- IT experience and the ability to use a range of IT systems

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
- **Analyses and uses information effectively**
Analysis and Use of Evidence

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