

Job Summary

Career /Linked Grade Post

Career/Linked Grade Progression

Career/Linked grades are in place in some roles across the council to allow development and progression within the same job role. The job summaries should be written in a way that clearly shows the different levels required at each grade and what's required to enable the post holder to progress. All new appointments will be made to a grade based on the qualifications, experience, and the role and responsibility. The appointment offer will state that advancement to a higher grade is not automatic but is dependent upon review and successful performance.

The review will assess whether the employee has met all appropriate requirements of the existing post, as specified in the relevant Role Profile and shown proper motivation, conduct and standard of performance in respect of past and current duties and responsibilities. The postholder must have demonstrated that they are working at a higher level and meet the requirements of the relevant Role Profile.

Pay progression and appointments within the Career/Linked Grade will be subject to the conditions stated in Buckinghamshire Council Employment Conditions.

TTRO Officer

GRADE 4 – 5

Post Title	TTRO Officer	Pay Grade	Grade 4-5
Directorate	Communities	Line Manager	Senior TTRO Officer
Service Area	Highways and Technical Services		
Post Number/s (Mandatory for existing posts, If multiple posts state all)	NA	If existing post is the post title changing? If yes state both	N/A
JE/GAR reference number (Mandatory for existing posts)	NA	Work Location (state Council office)	Walton Street Offices
Work style	Any Desk	Job Family & Role Profile	Regulatory and compliance RC040 – RC050
DBS Check Required?	No		
Politically Restricted Post?	No		

Job Purpose and Job Context
This postholder will manage the processing and co-ordination of road work activities that require temporary road closures, ensuring compliance with relevant legislation and regulations. The postholder will be responsible for drafting and processing TTROs, including consultation and engagement, ensuring that diversion routes are agreed upon. This role will support and substitute for the Senior TTRO Officer.
Grade 4
Main Responsibilities and Duties
• Plan, organise and deliver own work to support the delivery of the regulatory service and ensure completion of tasks within required standards and timescales, accommodating changes to priorities. • Process applications for TTRO's from various works promoters, including drafting and issuing of TTROs under relevant legislation. Ensure engagement and consultation processes are undertaken as required. • Investigate and identify compliance / legal issues within area of responsibility, including where required, more complex / serious issues. Seek further advice and guidance when required. • Record details and assess against relevant regulations and legislation Undertake reviews and process applications for TTRO according to procedure. • Collate, enter, process and analyse information to support own and others decision in relation to road closures, using the appropriate systems. • Research and evaluate information as required. Legal, regulatory best practice / precedents are clarified. • Work with partner organisations as required, including Buckinghamshire Highway Alliance Partners. Effectively support partnership working within area of responsibility as required. Where appropriate, support partners to implement improvements. • Provide technical and procedural advice and support to colleagues, members and stakeholders. • Prepare and distribute summary data, reports, correspondence, authorised documents and other documentation according to procedures, keeping customers, colleagues and stakeholders informed of progress and outcomes. • Provide timely and accurate advice to customers and stakeholders. Identify potential issues and offer possible solutions, taking appropriate action to resolve, escalate or report. • Respond to and investigate enquiries and complaints in relation to TTROs and road closures. • Where necessary, take appropriate action to ensure and support enforcement of, or compliance with regulations. • Plan and undertake external visits to support service delivery. • Assist with the promotion and distribution of information and materials to customers and stakeholders, including the use of One Network. • Identify and recommend improvements in procedures, processes and / or systems. Support the delivery of improvements in own area. • Contribute to the planning and delivery of projects / service initiatives as part of a wider project team. • Support others in their development (e.g. through sharing knowledge, skills and experience, acting as a coach or mentor, or providing feedback). • Represent specialist area at internal or external events maintaining or enhancing work area reputation. Liaise with other organisations / stakeholders to share accurate information. • Monitor and report on quality, performance, budgets and / or management information as required. • Contribute to planning in own area. • Ensure all financial transactions are processed and reconciled correctly, money / payments are kept securely, and receipts are issued as required.

Accountability		
• If this role manages a budget please state the size of the budget: No • If this role monitors a budget please state the size of the budget: No • How many direct reports does this job have in its reporting line? No • How many indirect reports does this job have in its reporting line? No		
Scope for forward planning and deadlines		
Planning & deadline requirements (tick all that apply):	✓	Provide Job Specific Examples (Mandatory)
Up to 3 months	✓	Work within regulatory guidelines and relevant legal framework to established standards. Contribute to defining own objectives, and produce regular reports on progress, flagging areas that are not on track. Planning of work on a weekly / monthly basis.
1 year	✓	Support the development and delivery of team plans. Contribute to planning and delivery of projects and to planning in own area.
3-5 years		
Values and Behaviours		
We expect your values and behaviours to reflect the values of the organisation:		
Proud • Perform to your best every day • Cares about delivering the role and setting high standards • Upholds the reputation of the service and the wider Council		
Ambitious • Ambitious to learn, develop and fulfil potential • Ambitious to do things better • Solution focused looking for suitable resolutions		
Collaborative • Effectively engages with others sharing ideas and solutions • Able to look at things from different perspectives • Happy to work with others to achieve outcomes		
Trustworthy • Accountable for actions • Behaves professionally and to professional standards • Quick to respond and show initiative		

The following criteria will be assessed from information provided on your completed application form, during the shortlisting and assessment process, and from your references.

Knowledge, Skills and Experience (taken from role profile to complete)	Job Specific Examples	Essential	Desirable
Substantial practical experience demonstrating development through a series of progressively more demanding and relevant work roles.	Substantial practical experience in traffic regulation orders and related administrative duties.	✓	
In depth knowledge of the specialist work area and relevant legislation, regulations, processes, systems, procedures and standards.	In depth knowledge of Road Traffic Regulation Act 1984 and New Roads and Street Works Act 1991.	✓	

Good knowledge of other areas of the authority relevant to the service.	Knowledge of Permit Scheme and Lane Rental Scheme.	✓	
Experience of monitoring and evaluating work.		✓	
Good communication and interpersonal skills, able to explain technical / legal issues in a straightforward manner.	Effective communication with various stakeholders. Provide technical and procedural support to others in relation to road closures and TTROs. May involve dealing with challenging behaviour / situations where influence is needed.	✓	
Literacy and numeracy skills with proven ability to maintain accurate records and write clear, accurate and concise reports.		✓	
Experience in the research, analyse and presentation of information.		✓	
Good planning and organisational skills, with proven ability to prioritise workloads, to ensure deadlines are achieved.		✓	
Experience in the use of specialist equipment / systems / techniques relevant to the role.	Experience of Street Manager, One Network and Mayrise.	✓	
Qualifications <i>(taken from role profile to complete)</i>		Essential	Desirable
Educated to NVQ 3 / HNC standard or equivalent.		✓	
Relevant vocational / professional qualification.			✓
Other Requirements		Essential	Desirable
A full driving license required to be able to carry out the role		✓	
Where the role is customer-facing and the post holder is required to speak to members of the public, the ability to converse at ease with customers and provide advice in accurate spoken English is essential for the post.		Y	
This post is covered by the Rehabilitation of Offenders Act 1974 and therefore applicants are required to declare: • All unspent cautions and/or unspent convictions For further information on how long it takes for cautions and convictions cautions to become spent, please refer to our guide on the Rehabilitation of Offenders Act 1974 (updated 2023) Nacro		Y	

This job summary is not intended to be exhaustive and it is likely that duties may be altered from time to time in the light of changing circumstances, in discussion with the post holder. This job summary is intended to provide a broad outline of the main responsibilities only. The post holder will need to be flexible in developing the role with initial and ongoing discussions with the designated manager.

Grade 5

Main Responsibilities and Duties

In addition to the above for Grade 4:

- Plan and organise work to support the delivery of the regulatory service, accommodating changes to priorities.
- Process applications for TTROs from various works promoters, including drafting and issuing of TTROs under relevant legislation. Ensure engagement and consultation processes are undertaken as required.
- Investigate and identify compliance / legal issues within area of responsibility, including where required, more complex / serious issues. Seek further advice and guidance when required.
- Collate, process and analyse information to support own/others decision making using the appropriate system.
- Manage all records, applications, information and / or evidence in compliance with statutory instruments / legislation and best practice.
- Assess situations, information and applications from a professional standpoint, developing and recommending solutions which ensure compliance with appropriate regulations / legislation. Assess and mitigate any risks associated with the recommendations made, escalating if necessary.
- Research and evaluate current issues, developments, good practice and legislation changes in work area.
- Work with partner organisations as required, including Buckinghamshire Highway Alliance Partner. Support partnership working within area of responsibility. Provide advice and guidance to support their required outcomes and where appropriate support partners to implement improvements.
- Provide technical and procedural guidance and support to colleagues, partners and stakeholders.
- Prepare and distribute reports, recommendations, responses, authorised documentation and other information in accordance to procedure. Clearly summarising issues, progress, implications, outcomes and the compliance/ regulatory position.
- Provide accurate and constructive authoritative advice, guidance and challenge to customers and stakeholders. Identify problems and take appropriate action to resolve, escalating if necessary. Respond to and investigate enquiries and complaints. Intervene in disputes as required.
- Ensure customers and service users understand their obligations and the actions needed and where appropriate, provide support to achieve compliance and improving practice and service delivery.
- May act as an expert witness for the Council at inquiries / court etc, presenting prepared evidence if required.
- Support the design and delivery of communications / promotional material / activities as required.
- Maintain and improve operational efficiency and quality of service through recommending improvements in standards, procedures, processes, systems and policy.
- Plan and deliver specific project activities or contribute to larger projects / initiatives, in accordance with legislative / regulatory requirements, where applicable.
- Support others in their development, e.g. through sharing knowledge, skills and experience, providing, training, acting as a coach or mentor, or providing feedback.
- Represent specialist area internally or externally to put Council view and respond to enquiries. Liaise with other organisations / stakeholders to share accurate information and best practice, whilst maintaining or enhancing work area reputation.
- Monitor and report on quality, service standards, performance, budget and management information as required, including that of delivery partners and contractors.
- Take appropriate action to address issues or escalate as necessary.
- Contribute to service / business plans in own area as required.
- Ensure appropriate levels of service are delivered on time, to budget and specification.
- Ensure all financial transactions are processed and reconciled correctly.

Accountability		
• If this role manages a budget please state the size of the budget: No • If this role monitors a budget please state the size of the budget: Circa £200k income and £60k expenditure • How many direct reports does this job have in its reporting line? No • How many indirect reports does this job have in its reporting line? No		
Scope for forward planning & deadlines		
Planning & deadline requirements (tick all that apply):	✓	Provide Job Specific Examples
Up to 3 months	✓	Plan and organise work and priorities, co-ordinating with others (internal or external delivery partners) to ensure that timescales and targets are achieved. Planning of work is on a weekly / monthly basis. Supervise / co-ordinate the day to day allocation of tasks to others, providing training, mentoring and support as required to support colleagues and service delivery.
1 year	✓	Contribute to long term planning in own area. Supporting the review of fees and charges as required.
3-5 years		
Values and Behaviours		
We expect your values and behaviours to reflect the values of the organisation:		
Proud • Perform to your best every day • Cares about delivering the role and setting high standards • Upholds the reputation of the service and the wider Council		
Ambitious • Ambitious to learn, develop and fulfil potential • Ambitious to do things better • Solution focused looking for suitable resolutions		
Collaborative • Effectively engages with others sharing ideas and solutions • Able to look at things from different perspectives • Happy to work with others to achieve outcomes		
Trustworthy • Accountable for actions • Behaves professionally and to professional standards • Quick to respond and show initiative		

The following criteria will be assessed from information provided on your completed application form, during the shortlisting and assessment process, and from your references.

Knowledge, Skills and Experience (use job family to complete) In addition to Grade X above	Job Specific Examples	Essential	Desirable
Broad experience within the service / related professional area, backed by evidence of appropriate specialist knowledge.	Substantial experience in processing and issuing traffic regulation orders and related administrative duties.	✓	

Authoritative knowledge of relevant legislation, regulations, best practice, systems, policies and procedures.	Authoritative knowledge of Road Traffic Regulation Act 1984 and New Roads and Street Works Act 1991.	✓	
Good knowledge of other areas of the authority relevant to the service. Knowledge of wider sector / external influences.	Good knowledge of Permit Scheme and Lane Rental Scheme. Understanding of the wider Highway Alliance objectives and challenges.	✓	
Experience of representing the work area externally.	Including at meetings and conferences internally and externally.	✓	
Good communication, interpersonal and presentation skills, able to explain technical / legal / compliance issues clearly. Proven ability to negotiate with, persuade and influence others.		✓	
Experience in the use of specialist equipment / systems / techniques relevant to the role.	Experience in Street Manager, One Network and Mayrise.	✓	
Proven ability to build and maintain effective working relationships at all levels.	Including with ward members and partner organisations.	✓	
Good literacy, numeracy and report writing skills.		✓	
Research, investigation and analysis skills.		✓	
Good planning and organisational skills, with proven ability to prioritise and co-ordinate workload, monitor and evaluate work, to ensure deadlines are achieved.		✓	
Project management skills and experience.			✓
Qualifications <i>(use job family to complete)</i> <i>In addition to Grade X above</i>		Essential	Desirable
Educated to NVQ 4 / HND / BTEC / degree standard or equivalent.		✓	
Relevant vocational / professional qualification.			✓
Other Requirements		Essential	Desirable
A full driving license required to be able to carry out the role			✓
Where the role is customer-facing and the post holder is required to speak to members of the public, the ability to converse at ease with customers and provide advice in accurate spoken English is essential for the post.		Y	

This post is covered by the Rehabilitation of Offenders Act 1974 and therefore applicants are required to declare:

- Unspent convictions and/or unspent conditional cautions only

For further information on how long it takes for convictions and conditional cautions to be spent, please refer to Nacro's [guide](#) on the Rehabilitation of Offenders Act.

Y

This job summary is not intended to be exhaustive and it is likely that duties may be altered from time to time in the light of changing circumstances, in discussion with the post holder. This job summary is intended to provide a broad outline of the main responsibilities only. The post holder will need to be flexible in developing the role with initial and ongoing discussions with the designated manager.