

## Street Works Officer

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Company: Balfour Beatty

Location: United Kingdom

Category: other-general

### About the role

Our projects are more than just your opportunity to make your mark. They're an opportunity to stretch, test and develop your expertise. Join our **Living Places** team as a **Street Works Officer** and you'll deliver complex work that really matters to our business, and the world around you.

The role is to assist The Traffic & Network manager and undertake all Network management duties and tasks as requested by assisting members of the Co-ordination and Compliance teams in their daily duties. You will be working on our East Sussex County Council contract, based out of our depot in Ringmer.

### What you'll be doing

As a **Street Works Officer**, you will have the following accountabilities:

Provide a high-quality service to assist in the achievement of departmental, service, and personal performance targets;

Assist with the planning, delivery, and monitoring of the core objectives of the team and support other Team Members where required;

Assist in the monitoring and review of the effectiveness and compliance of services and teams to improve performance and ensure best value for stakeholders and customers, suggesting improvements to senior staff as appropriate;

Assist in continuously reviewing, testing, and developing programmes and process to ensure the core objectives of the team are delivered in an efficient and effective manner

and meet corporate and locally set quality standards;

Assist in compiling and preparing performance information reports, including analysis, manipulation, and presentation of data, and making recommendations for service improvements as appropriate especially processes affected by Street-manager;

Research customer enquiries and provide accurate and timely information, advice, and guidance to internal and external customers. This includes providing responses to enquiries in writing, via the telephone and in person as appropriate. Contribute to the resolution of complaints in a timely manner in accordance with County Council policies and procedures.

### **Who we're looking for**

You will have the following:

Educated to GCSE standard;

NRSWA Accreditation (preferred);

Excellent IT and report writing skills, with the ability to communicate at the highest levels;

Good knowledge and experience of legislation and codes of practice as they relate to role;

Experience of working in a Network Management environment;

A working knowledge of Permit Schemes for road & street works.

### **Why work for us**

Day in, day out, our teams deliver some of the UKs most ambitious, exciting and meaningful projects; developing, building and maintaining the vital infrastructure that supports national economies and strengthens communities.

### **Why join us?**

As if contributing to and supporting work that makes life better for millions wasn't rewarding enough, we offer a full range of benefits too. You'll have the freedom to shape the package that's right for you and your life. Here are some of our key benefits:

- Smart working, giving you more flexibility such as staggered start and finish times, with up to 40% remote working, where roles allow.
- 25 days paid annual leave (pro rata)
- Family friendly policies which include 28 weeks full pay for maternity/adoption leave and four

weeks full pay for paternity/partners leave

- Pension, share incentive plan, volunteering leave, recognition schemes and much more

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