



Job Description

Job Title: Streetworks Team Leader
Company: Network Plus
Location: Lingley Mere
Salary: Varies depending on experience
Hours: 45

About the Business:

Network Plus is a leading utility and infrastructure service provider. Every day, we safely maintain, construct and deliver essential services to millions of customers across the UK. Since starting the Company in 2000, Network Plus has grown considerably and now employ over 2000 people across the country.

Job Purpose

You manage the street works/ noticing team to ensure that the Company's work is effectively coordinated through communication with internal and external customers as well as the management of the business and client database systems.

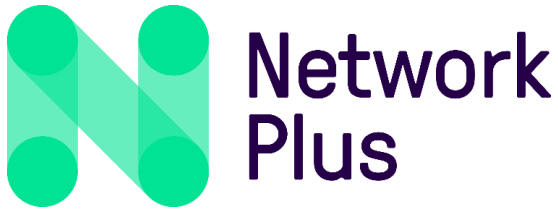
Key Responsibilities

- Managing the permit/NRSWA department and all associated people management
- Managing and setting up team processes.
- Point of contact between operations and streetworks/NRSWA department.
- Managing 3rd party requirements such as HA expectations.
- Producing performance reports
- To ensure that all notices and permits that are required to work on the Highway are accurately applied for.
- To ensure that permit conditions are monitored, and the status of notices/permits are continuously monitored to ensure that site teams are working compliantly.
- To maintain the timely and accurate input and uploading of information into spreadsheets, works management systems and incident management systems, ensuring that all issues are recorded and escalated.
- To ensure the effective and efficient processing of street works defects and interims ensuring data is inputted in a consistent manner.
- Provision of Daily and Weekly Street works quality and tracker reports as required and to ensure that all service levels and objectives are achieved.
- Management, escalation and resolution of Section 74 notices and other statutory penalties as appropriate.



Qualifications/Skills Required

- Experience of investigating and responding to complaints
- Computer Literate, experience of using all Microsoft packages
- Proven experience in working to timescales, deadlines and service levels
- Good verbal and written communication skills
- ETON/ Insight experience is advantageous but not essential
- Knowledge of the utility / construction industry would be an advantage.



At Network Plus, we are always looking for people who can help us deliver exceptional service to our clients and customers. We carry out a wide range of activities in a variety of sectors, so careers with us offer plenty of opportunity for progression.

We believe in long term investment in our employees, including training, development programmes and continuing professional development (CPD). We are committed to recruiting from every community regardless of gender, age, race, disability, sexual orientation or social background.

We are Armed Forces-friendly. We welcome applications from ex-Armed Forces personnel, reservists, armed forces veterans, cadet instructors and military spouses/partners.