

JOB DESCRIPTION & PERSON SPECIFICATION

Director Area: Place	Job Ref Number: 04377
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Service Area: Highways and Transport	Grade: G9
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Job Title: Highways and Transport Liaison Officer

PURPOSE OF JOB:

The **Highways and Transport Liaison Officer** acts as the key operational link between Lincolnshire Highways, Transport Services, public transport operators, utility companies and other stakeholders, ensuring roadworks and network activity are planned, co-ordinated and mitigated to protect and improve bus service reliability. In doing so, the role will contribute directly to improved bus reliability, network resilience and stakeholder confidence through earlier planning, clearer communication and more effective mitigation of disruption.

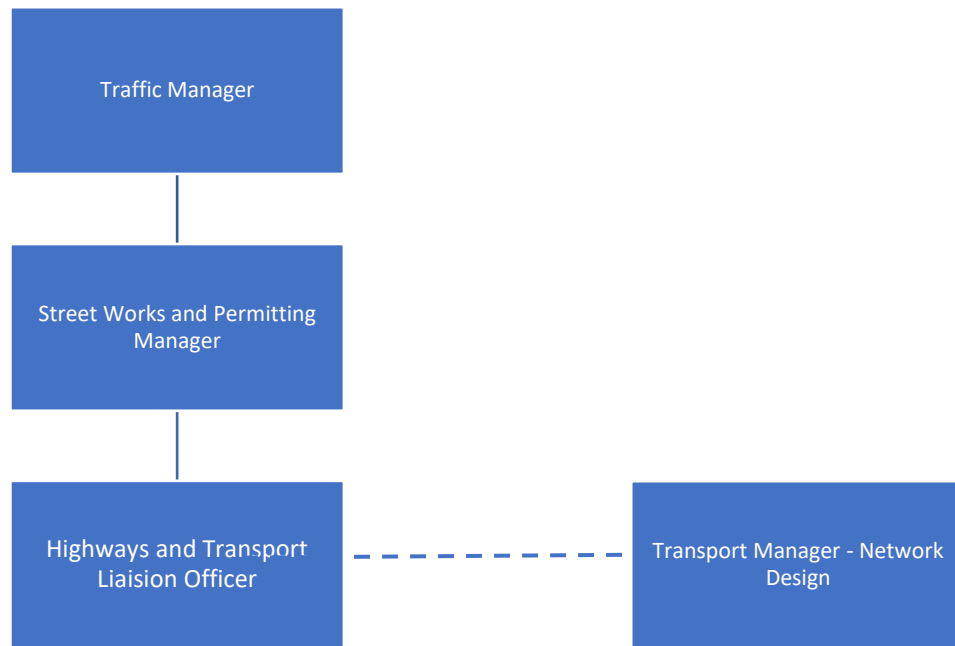
The postholder will lead on embedding the principles of the Lincolnshire Street Works Charter, Lincolnshire Bus Passenger Charter and Highways Customer Liaison Strategy with all relevant stakeholders. The postholder will manage the temporary bus stop process along with the Causeway One Network Route Manager system, proactively future-plan network impacts, drive high-level collaboration, and influence internal and external partners to minimise disruption, embed best practice and strengthen communication channels across the county.

The postholder must ensure that the web-based platforms are fully integrated into the Highway and Transport Service so that the end user receives automated updates as works progress. This will require the postholder to manage the ownership of the relevant platforms. The postholder will further have to lead and manage on communications with stakeholders.

The postholder is required to take personal responsibility for contributing to organisational transformation and changes in ways of working, maximising the benefits and efficiencies for both all parties, including the promotion and use of self-service to achieve maximum effectiveness and efficiency for the Council, bus operators and works promoters.

The post operates within a matrix management arrangement, being line managed by Highways while receiving functional direction, tasks and priorities from the Transport Services management team. The postholder will provide independent, evidence-based advice across both service areas, constructively challenging established practices where improvements to network performance can be achieved.

STRUCTURE CHART:



This post is matrix managed: line managed by the Street Works and Permitting Manager (Highways) with functional direction and tasking provided by the Transport Services management team.

MAIN DUTIES:

1.	Lead the co-ordination of highways activity and public transport operations, acting as the primary liaison point between Highways, Transport Services, bus operators, utility companies and other stakeholders to ensure disruption is minimized wherever possible.
2.	Maintain strong working relationships with utility companies, engaging at the earliest possible stage to influence works design, traffic management arrangements, site layouts and programme sequencing, in line with the Lincolnshire Street Works Charter and Lincolnshire Bus Passenger Charter, to minimise avoidable congestion, public transport disruption and ensure compliance with the regulatory framework.
3.	Manage and develop the Causeway One Network Route Manager system (or other route manager systems as required), ensuring accurate, timely, and proactive tracking of roadworks, closures, events, emergency incidents and network constraints are shared with relevant stakeholders.
4.	Identify cumulative, overlapping or sequential works likely to create unacceptable network impacts, assessing severity and risk, and actively intervene to recommend rescheduling, reprofiling or enhanced mitigation to protect network resilience and bus reliability.
5.	Provide strategic forward planning, using forward programme data to analyse future network pressure points, assess risk severity and develop proportionate mitigation strategies, compiling and circulating weekly work programmes, scheme lists and disruption forecasts to transport and operators to support coordinated delivery and protect bus punctuality.
6.	Facilitate regular multi-agency collaboration, including operational reviews, incident/issue reviews/debriefs, and Bus Punctuality Group meetings, ensuring timely resolution of network issues and shared action plans.

7.	Represent the voice of bus operators and transport users within highways planning and co-ordination processes, ensuring early involvement, better mitigation design, and improved communication flows.
8.	Identify, assess and escalate network risks, including weather impacts, road traffic collisions, emergency works, and unplanned disruptions, ensuring timely dissemination of information through agreed channels.
9.	Lead on the management, process and approval of temporary bus stops, ensuring safe locations, consistent standards, and collaborative planning with operators and works promoters.
10.	Seek and implement UK-wide best practice, monitoring national developments, industry guidance and innovative approaches to improving bus reliability during roadworks and network changes.
11.	Ensure high-quality public information, supporting the timely and accurate communication of disruptions, route changes and operator updates to passengers, including digital channels and public-facing systems.
12.	Provide high-quality operational intelligence to the Traffic Manager, Transport Services and relevant colleagues, including reports on disruption trends, performance impacts, and mitigation effectiveness.
13.	Support emergency and out-of-hours coordination, utilising the Highways Network Resilience Team Officers, where required, contributing to network response, information handling, and liaison with Police and other agencies.
14.	Champion safer, more reliable and more efficient transport outcomes, ensuring decisions, mitigations and interventions actively support Lincolnshire's Bus Service Improvement objectives.
15.	Continuously review systems, processes and data quality, driving enhancements to the systems (such as Causeway One Network), workflow procedures and cross-department integration.

PERSON SPECIFICATION:

Requirements	Where identified*	Essential	Desirable
Demonstrable level of skill, knowledge and experience within transport, highways, street works coordination, or a related technical discipline.	A, I	✓	
Relevant qualification in transport planning, highways, civil engineering, or network management (e.g. Level 4/5 HNC/HND, Transport/Highways qualification. OR In the absence of a formal qualification the post holder will be required to have substantial experience equivalent to these qualifications.	A	✓	
Evidence of continued professional development relevant to transport, stakeholder management, or traffic/network operations.	A, I	✓	
Strong understanding of the interaction between roadworks, utility works, traffic management and public transport operations, and their collective impact on network performance and bus reliability.	A, I, T	✓	
Knowledge of highways legislation relevant to network coordination (e.g., Traffic Management Act, NRSWA, Highways Act) sufficient to support compliance and challenge decisions appropriately.	A, I	✓	
Ability to analyse complex operational information, maps and spatial data (including digital mapping systems such as One Network) to identify risks and appropriate mitigations.	A, I, T	✓	
High-level communication skills, with ability to present complex operational issues clearly to a wide range of internal and external stakeholders.	A, I, T	✓	
Ability to recognise issues, propose improvements, and support development of new processes and best practice across Highways and Transport Services.	A, I	✓	
Strong understanding of customer service principles and ability to respond constructively to operators, councillors, members of the public and internal service areas.	I	✓	

Knowledge of national best practice relating to bus priority, roadworks planning, traffic management, and minimising disruption to public transport users.	A, I		✓
Experience of working within a transport, highways, network coordination, street works, control centre or traffic management environment.	A, I	✓	
Experience of engaging with and influencing multiple stakeholders including utilities, operators, contractors, engineers and senior managers.	A, I	✓	
Experience of working with real-time systems or planned works databases (e.g. Causeway One Network, GIS platforms, mapping systems).	A	✓	
Experience of resolving operational issues under pressure, managing competing priorities and balancing conflicting needs.	I	✓	
Experience identifying service improvements or implementing process changes.	A, I		✓
Strong interpersonal and negotiation skills to challenge constructively, influence outcomes and represent the needs of passengers and operators.	I	✓	
Ability to manage ambiguity and work effectively within a matrix-management environment, balancing Highways line-management and Transport functional direction.	I	✓	
Demonstrates resilience, professionalism and tact when dealing with difficult conversations or conflicting stakeholder expectations, with ability to work independently and exercise sound judgement.	I	✓	
Commitment to LCC values, behaviours and high-quality customer service.	I	✓	
Ability to travel countywide to attend meetings, site visits and operator engagement sessions.	A	✓	

*A = Application form T = Test/Assessment I = Interview P = Presentation

GENERAL

The postholder is required to take personal responsibility for contributing to organisational transformation and changes in ways of working, maximising the benefits and efficiencies for both internal and external customers, including the promotion and use of self-service to achieve maximum cost effectiveness.

The postholder is expected to work to the Lincolnshire County Council Core Values and Behaviours and to carry out the duties in accordance with Lincolnshire County Council policies.

Other Duties - The duties and responsibilities in this job description are not exhaustive. The post holder may be required to undertake other duties within the general scope of the post. Any such duties should not substantially change the general character of the post. Duties and responsibilities outside of the general scope of this grade of post will be with the consent of the post holder.

Safeguarding - All employees need to be aware of the possible abuse of children and vulnerable adults and if you are concerned you need to follow the Lincolnshire County Council Safeguarding Policy. In addition employees working with children and vulnerable adults have a responsibility to safeguard and promote the welfare of children and vulnerable adults during the course of their work.