

Highways Infrastructure Support Officer

Service	Reporting to	Location	Grade
Place	Group Engineer - Traffic & Transportation	Salford Civic Centre - Hybrid	2C

About the role

- To be the central point of contact for customers and colleagues in relation to the Traffic and Transportation department - including day to day duties to facilitate the smooth running of the office.
- Financial responsibility for overseeing, and managing, the departments Revenue Maintenance Budget. Additionally, reporting position of the budget and explaining any variances to head of service and SCC Finance team
- To maintain a good level of knowledge in relation to policies and procedures within the Traffic and Transportation section and the relevant statutory legislation to allow technical support and service delivery, using GIS software, Confirm, GGP, AutoCAD and traffic order software
- Undertake the supervision and manage the administration and control of the Traffic land charge searches service
- Provide support implementing and the processing of Traffic Regulation Orders when requested
- Supervise and manage the administration and control of the Street Naming and Numbering function. To administer and control the statutory procedures associated with this function

Key outcomes

- To carry out finance monitoring and budgeting working closely with SCC finance team
- To supervise and manage delivery of Confirm System / Naming and Numbering / Land and Property searches (Traffic)
- To issue orders to contractors for the carrying out of minor works and to check that those works are carried out correctly on site.
- To be central to the achievement of a positive public view of SCC, and the services it delivers within the City, through the preparation of correspondence and advice to other Departments, Councillors and members of the public on traffic and Naming and Numbering related matters

What we need from you

- Model and Demonstrate Organisational Values: Uphold and exemplify the values and behaviours of Salford City Council, including integrity, accountability, respect, and excellence in service delivery.
- The role relies very much on knowledge and expertise with experience in the Traffic and Transportation area.
- Complaint Handling: Experience in investigating and resolving complaints received over different media types, particularly in a public service context.
- To have had experience of finance monitoring and budgeting working closely as this role will require liaison with SCC finance team. Additionally, reporting position of the revenue maintenance budget and explaining any variances to head of service and SCC Finance team

What we can offer you

Your ongoing professional development and success in your role is important to us, and that is why we provide a variety of learning and development opportunities. Within the sections below you will find development options tailored to you which will enable you to further develop your existing skills and learn new ones at a pace that suits you best. If you are joining us now, your development will form part of ongoing discussions with your manager. If you are an existing employee, you should use your Personal Development Reviews to discuss your development with your manager and create your development journey. It's important you also take full advantage of any informal learning available to you during the course of your work.

Online learning

Develop your knowledge across a wide range of areas through our Me-Learning platform, with over 200 free courses to choose from. To have the best possible start and comply with current legislation, you must complete the following modules: Welcome to Salford, Health and Safety in the Office, GDPR, Equality Essentials, and Safeguarding Children and Adults. You may also benefit from a variety of courses in categories such as Business Skills, IT and Project Management which are available to learn at your own convenience and pace.

Professional Development

Gain role specific skills and time to learn through a wide range of development opportunities. Learn whilst working and get support towards your qualification through an apprenticeship standard. Access professional development ranging from entry level to master's type qualifications, including achieving a role appropriate qualification. Details can be found on [the Institute of apprenticeships](#) website.

A digital organisation

Developing your digital skills

Our ambition is to provide our workforce with the right level of digital capabilities needed to be successful. Whatever your current digital abilities are, we can provide development ranging from essential workplace skills to specialist workplace skills. These will be delivered through our Digital Skills Academy using both self-directed and guided learning opportunities to enable you to develop. Additionally, you can access free online courses through the [iDea website](#).

Sharing your digital skills

Our goal is to support you to share your digital knowledge with other people. Our Digital Eagles programme has been designed to cover basic digital skills and build your confidence to assist others. By the end of this programme you will join hundreds of staff members who already are digital eagles, and be able to help colleagues, customers, residents, or people in your personal life with all things digital.

Our organisation's values

We have four values: Pride, Passion, People, Personal responsibility.

[Our four values](#) are central to the way we communicate about the council and the way in which we behave with colleagues, customers, and partners - so that we live and breathe our values each day.

Our values



Pride

Passion

People

Personal responsibility

Application guidance

We are a values-based organisation so reflecting our values or a values-based approach in your evidence will support your application.

The different sections of this role profile are there to give you an understanding of the purpose of the role. The 'what we need from you' section outlines the minimum criteria you will need to meet within your application.

Role details

Completed by: Andy Devine

Date: 28th October 2026

Job code: A11095

Job score: 400

Date of evaluation: 21st April 2021