



North & Mid Wales Trunk Road Agent



Control Room Operator & Traffic Officer Dispatcher

Recruitment Pack

Welcome from the Head of Service



DAVID COOIL
NMWTRA HEAD OF SERVICE

At the NMWTRA, we help create a road network that connects people and places in a safer, greener and more reliable way.

We work on projects across North and Mid Wales that address some of the country's most critical challenges. From complex infrastructure, increasing transport needs, and climate change – we combine innovation, expertise, and technology to make North and Mid Wales a better place to live, work and visit.

You can contribute to work that will have a lasting positive impact on your local community with an organisation where diversity, equity and inclusion are shared values. We're committed to fostering a work environment that's supportive, respectful, and inclusive, with great opportunities for growth.

Why not give it a try? We would be very happy to consider your application to join our skilled, enthusiastic, and friendly team.

A handwritten signature in dark ink, appearing to read 'D. Cooil'.

Where we're based

**Over 250
employees
based across
North and Mid
Wales.**

- Aberaeron, Ceredigion
- Bangor, Gwynedd
- Conwy
- Dolgellau, Gwynedd
- Halkyn, Wrexham
- Llandrindod Wells, Powys
- Newtown, Powys



Job Title: Control Room Operator & Traffic Officer Dispatcher

Salary: S2 (SCP 18-22) £38,497 - £41,254

Duration: Permanent

(42hrs per week annualised (Pro Rata) 12hr shifts (inc. days and nights), 365 days a year).

Location: Traffic Management Centre, Conwy

Closing date: 08/07/2024

Application forms available by email
swyddi@gwynedd.llyw.cymru

[Apply here](#)

Do you enjoy a challenge and like variety? If so, then this post may be for you.

We are looking for a Control Room Operator & Traffic Officer Dispatcher to join an exciting and growing team.

Purpose of post

The Control Room Operator & Traffic Officer Dispatcher will be responsible for supporting and responding to WG Traffic Officer Service units, Emergency Services, through the utilisation of control room systems. Effective management of Traffic Officer resources including dispatching of Traffic Officers, monitoring of incidents, redeploying of resources, and advising at scene resources of wider incident related matters. The role requires operating Tunnel Control Room and Intelligent Transport System technology.



Responsibilities

Dispatcher Role:

- To prioritise and monitor effective deployment of resources and accurately record information on our systems.
- To provide feedback where appropriate with a view to continually improving Traffic Officer Procedures.
- Briefing the on-shift Operations Team Manager with relevant information to ensure a smooth handover and continuity of incident / network management functions.
- Undertake training and maintain the competences required by the Agency and Welsh Government pertinent to the post.
- To act at all times in a professional manner ensuring a consistent high-quality approach in dealing with the public, Emergency Services and other Agencies.
- Supporting and responding to Emergency Services, Assistant Route Managers, Highway Works Units and Routine Maintenance Contractor (RMC) through the utilisation of Traffic Officer deployment.

Operator Role:

- Effectively monitor Welsh Government (WG) control room systems (e.g. CCTV, Citilog) within the NMWTMC control room to detect collisions and incidents.
- Supporting and responding to WG Traffic Officer Service, Emergency Services, Route Stewards, Highway Works Units and Routine Maintenance Contractor (RMC) through the utilisation of control room systems for planned works.
- Briefing the follow-on shift with relevant information to ensure a smooth handover and continuity of incident / network management functions.
- To provide feedback where appropriate with a view to continually improving operating procedures.
- Undertake training and maintain the competences required by the Agency and Welsh Government pertinent to the post.
- To act at all times in a professional manner ensuring a consistent high-quality approach in dealing with the public, Emergency Services and other Agencies.
- Adherence to Trunk Road Agency Quality Management Systems.
- To support and assist the Network Manager, Operations Manager, Operations Team Manager, Tunnel Manager, Route Managers and Traffic Officer Service in the fulfilment of their duties.
- Maintaining security of the NWTMC control room, tunnel service buildings and transmission buildings.



Person Specification

You should refer to these job specific criteria in your application form.

Job Specific Criteria

Essential

Ability to work safely under pressure

Self motivated and committed

Flexibility in working shift patterns and ability to be able to work reasonable overtime / shift changes when required to meet operational demand

Qualifications and relevant training

Essential

Minimum of 5 GCSE including English & Math at grade C or above, or, an equivalent qualification in a relevant subject Or Extensive experience in a control room / operational environment

Must Complete a NMWTRA Tunnels Training Package equivalent to NVQ Level 3 within two years of appointment

Relevant Experience

Essential

Experience of working in an operational or service environment

Skills and specialist knowledge

Essential

Ability to accurately record and log data and information in real-time

Ability to work under own initiative and as a part of a team

Ability to communicate effectively

Good organisational skills

Creativity and problem solving skills

Ability to adapt quickly to changing situations

Good IT skills with ability to use IT and technology applications

Self motivation and demonstrated continuous professional development

Ability to operate under potentially demanding conditions and to manage conflict effectively

Ability to use and manage resources

To have a safety first attitude and approach to activities

Current valid UK driving licence.

Language requirements

Essential

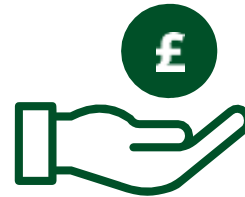
For this post, the ability to communicate in English is essential and Welsh is desirable.

Working for the North & Mid Wales Trunk Road Agent

NMWTRA is an exciting place to work. We have progressive policies and a commitment to training and development.



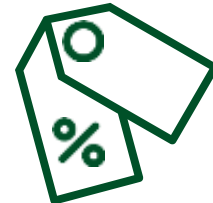
- 24 days of annual leave per year.



- Incremental pay increase
- Generous Local Government Pension Scheme further information on the [Gwynedd Pension Fund](#) website.



- The opportunity to work in beautiful locations across North and Mid Wales including 1 national parks, 50 nature reserves and 1,680 miles of stunning coastline.



- Assisted car purchase & cycle to works schemes
- Lifestyle savings on groceries, holidays, eating out, DIY, electricals, insurance, motoring, and much more!



- On the job learning and exciting career development opportunities.
- Contribution towards the membership of professional bodies which are relevant to the work.



- MEDRA Counselling service - free and confidential counselling service for staff
- Generous maternity, foster, adoption, and shared parental leave