



# **North & Mid Wales Trunk Road Agent**

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**Welsh Government Lead  
Traffic Officer**

**Recruitment Pack**



# Welcome from the 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.

## Where we're based

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

- **Aberystwyth, Ceredigion**
- **Bangor, Gwynedd**
- **Conwy**
- **Dolgellau, Gwynedd**
- **Halkyn, Flintshire**
- **Llandrindod Wells, Powys**
- **Newtown, Powys**



# Job Title: Welsh Government Traffic Officer



**Salary:** £44,836.88 to £47,088.23

**Duration:** Permanent

(42hrs per week annualised (Pro Rata) 12hrs shifts, 4-on-4-off, 365 days a year).

**One of the following locations:**

**TMC Conwy, Llandygai, Wrexham (Llay & Halkyn**

**Closing date:** 19/02/26 11:00

[\*\*Application forms and further details available through Gwynedd Council website www.gwynedd.gov.uk or phone 01286 679076.\*\*](http://www.gwynedd.gov.uk)

**Apply here**

## Purpose of post

The Welsh Government (WG) Traffic Officer Service represents the public face of the Welsh Government on the highway through patrolling the A55/A494/A550/A483 Trunk Road Network in North Wales.

As a Lead Traffic Officer, you will promote and build good working relationships with all key stakeholders, ultimately playing an essential role in safety on our roads. You will provide an advanced level of responsibility, knowledge, guidance and support to WG Traffic Officers. In addition, supporting Control Room Operations as well as Operations Team Managers and the Operations Manager in their duties.

You will be responsible for Quality and Assurance standards of Welsh Government Traffic Officers, enhancing health & safety through delivering toolbox talks and undertaking auditing of Traffic Officer activities. Through effective analysis and reporting, you will identify and implement improvement opportunities.

You will attend significant incidents in an Operational Commander role, complying with JESIP principles to mitigate impacts related to incidents and events on the network and have an awareness of issues that may affect safe operation

You will be required to work 12hr shift patterns (including weekends and Bank Holidays) and be available to work reasonable overtime when required. For these posts, the ability to communicate in both Welsh and English is desirable.

The Post is subject to holders living within 45 minutes of their operational base.

This role requires applicants to be an accredited Traffic Officer, with delegated powers under the Traffic Management Act 2004.

Continued employment within the service will be dependent on successful completion of the training and probationary period.



# Responsibilities

## **Primary Job Role**

The Traffic Officer Lead will be responsible for Quality and assurance standards of the North and Mid Trunk Road Agent Traffic Officers.

To provide an advanced level of responsibility, Knowledge, guidance and support to Traffic Officers, Control room operators as well as Operations Team Managers and Operations Manager.

To act in a proactive and reactive capacity as necessary to mitigate impacts related to incidents and events on the network and have an awareness of issues that may affect safe operation.

To attend incidents and assume (Bronze) Operational commander and co – ordination with emergency services which comply with JESIP principals.

Provide a higher level of health and safety responsibility through delivery of toolbox talks and taking audit of Traffic Officer functions i.e. pocket notebook checks, PPE and debriefs.

## **Secondary Job Role**

Responsiblity for vehicle, airwave radio, body worn video camera, phone and tablet

Undertake all duties and responsibilities carried out as a Traffic Officer where required

Undertake audits at incidents on the network to ensure compliance with Traffic Officer procedures

Undertake training and coaching of Traffic Officers in line with current best practice

Conduct compliance checks eg PPE, pocket notebooks, POWDER checks

Promote and build good working relationships within the on-road team and key operational stakeholders to support effective multi - agency working

Deputise for the Operations Team Managers in the capacity of their Traffic Officer functions

Provide written, electronic and verbal communication in the form of reports, briefing notes, tool box talks

To carry out / assist with operational debriefs where required

To identify and be responsible for the management and delivery of individual and collective staff training needs and development objectives to ensure staff are fully conversant and competent in their roles and responsiblities

To collate and assimilate data and records information to identify trends and report to NMWTRA and stakeholders , service performance, debriefing and written reports in accordance with legislative and organisational requirements

To audit, review, recommend and implement appropriate improvements and modifications to technical processes and operational procedures, protocols and standards, to include the All-Wales WG Traffic Officer Procedures and Guidance

To ensure continued compliance with all relevant procedures, processes, polices, quality management systems, rules, regulations and legislation as applicable to the role, keeping accurate records for audit purposes

To be aware of the requirements of the Health and Safety legislation and to cooperate with the Directorate's Heath and Safety Manager to ensure compliance with the relevant requirements.

To manage and maintain a positive health and safety culture

## **Standards of Performance**

To represent at all times NMWTRA and Welsh Government (WG) in a professional and positive manner.

To ensure delivery of a consistent high-quality approach to performance management, acting as a focal point for staff.3.

To actively build and sustain positive relationships internal and external stakeholders.

To actively seek to improve own knowledge of policies & procedures, maintaining a detailed understanding of the WG Trunk Road network and WG traffic Officer service.

To achieve a satisfactory level of agreed objectives.

Ensure Health and safety at work policies are strictly adhered to.

Always Undertake personal Health and Safety responsibility



# Person Specification

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

## **Job Specific Criteria**

### **Personal attributes:**

Flexibility in working shift patterns and ability to be able to work reasonable overtime when required  
Applicants must live within 45minutes of their operational base.

### **Qualifications and relevant training:**

Accredited Traffic Officer, signed off under the Traffic Management Act with powers  
Level 3 Diploma in Traffic Management

### **Relevant experience:**

#### **Work experience:**

Minimum 2 years in the Traffic Officer Role  
Knowledge of Traffic Signs Manual - Ch8, the NMWTRA network and of high speed road working

#### **Communication:**

Strong verbal and written communication skills  
Clearly communicates needs and instructions  
Speaks with authority and confidence  
Deals with issues directly, changes style of communication to meet the needs of the audience

#### **Resilience:**

Reliability in a situation, remaining calm and thinking clearly under pressure  
Responds to changing circumstances logically  
Remains focused and in control of a situation  
can effectively manage conflict  
Dealing with hostility and provocation in a calm and restrained manner  
Can deal with difficult conversations

#### **Planning & Organisation:**

Is punctual and reliable  
Decides priorities and organises workload  
Achieves demanding deadlines through careful planning  
Does not lose sight of goals

#### **Team Work:**

Actively supports and assists the team to reach their objectives  
Co-operates with and supports others  
Contributes to team objectives

#### **Self-Motivation:**

Display initiative, taking on tasks without having to be asked  
Self-motivated, showing enthusiasm and dedication to their role  
Improves own professional knowledge and keeps it up-to-date

#### **Diversity:**

Is polite, tolerant and patient with people inside and outside the organisation, treating them with respect and dignity  
Uses language in an appropriate way and is sensitive to the way it may affect people  
Understands what offends others and adapts own actions accordingly  
Respects and maintains confidentiality, wherever appropriate

# Working for the North & Mid Wales Trunk Road Agent

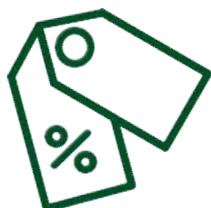
We are committed to developing and supporting our staff.



- To be advised at the time of appointment



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



- 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 role.



- Free and confidential counselling service for staff
- Maternity, paternity, foster, adoption, and shared parental leave