



# North & Mid Wales Trunk Road Agent

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## Control Room Operator & Traffic Officer Dispatcher

Recruitment Pack



# Welcome from the Head of Service



**MARK MCNAMARA**  
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.

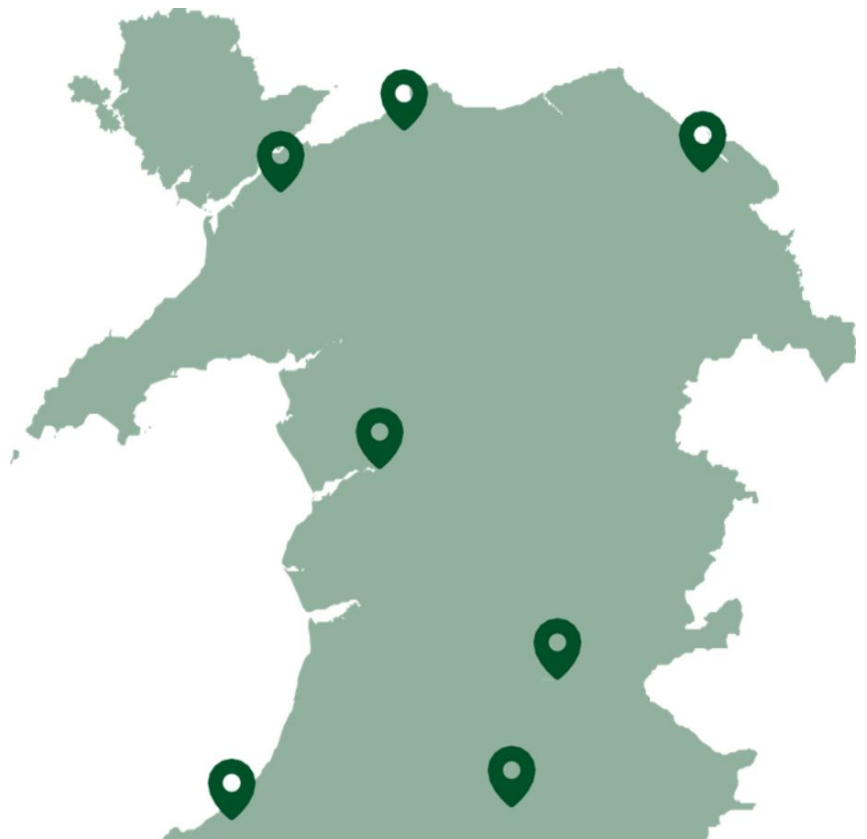
You can contribute to work that will have a lasting positive impact on your local community with an organisation where diversity, equity and inclusion are shared values. We're committed to fostering a work environment that's supportive, respectful, and inclusive, with great opportunities for growth.

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

## Where we're based

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

- **Aberystwyth, 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) £41,478 - £44,321

**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:** 28/05/2026

**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 dual-function role of a Control Room Operator & Traffic Officer Dispatcher is part of a team who are responsible for the safe and efficient management of incidents on the Trunk Road Network.

As Control Room Operator you will be responsible for the monitoring of our Tunnels Network and wider road network to identify incidents and issues and taking appropriate action. You will be monitoring and operating numerous tunnel and intelligent transport control systems and will respond to emergency events to ensure life safety. You will be responsible for the dissemination of critical information to internal and external stakeholders to expedite resolution of incidents safely.

As Traffic Officer Dispatcher you will be responsible for deployment of and supporting Welsh Government Traffic Officers in responding to incidents and events on the network.

Both roles require excellent communication skills, an ability to work under pressure and make decisions whilst accurately logging information within a management system.



# 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 to include days and nights 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's at grade C or above including English & Maths or equivalent in a relevant subject.

**Or**

Have extensive experience in a control room / operational environment

**And**

Must Successfully pass:

- The Traffic Officer Dispatch function within four months of appointment.
- The Tunnels Training Package equivalent to NVQ Level 3 within six months of appointment.
- The Level 3 Diploma in Tunnel Operations within 2 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. A minimum typing speed of 30 Words

Per Minute is required for the role

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**

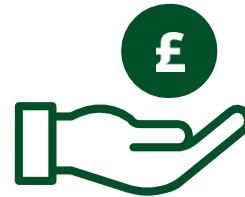
For this post, the ability to communicate in English is essential and Welsh is desirable.

# 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.



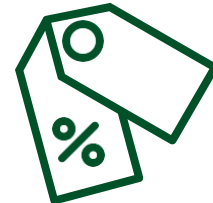
- 24 days of annual leave per year.



- 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