



North & Mid Wales Trunk Road Agent



Welsh Government Traffic Officer

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.

A handwritten signature in black ink, appearing to read 'Mark McNamara'.

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: £37,929.64 to £40,529.88

Duration: Permanent

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

One of the following locations;

**Location: Llandygai, Conwy, Halkyn &
Wrexham**

Closing date: 09/04/26 10:00

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

[Apply here](#)

Purpose of post

The Welsh Government Traffic Officer Service represents the public face of the Welsh Government on the highway. Patrolling the A55/A494/A550/A483 Trunk Road Network in North Wales you will respond to incidents, making the area safe with the power to stop and divert traffic, close lanes, remove vehicles and place signs - ultimately playing an essential role in the safety of our roads. You will promote and build good working relationships with all key stakeholders to ensure that the common goal of reducing incident related congestion is achieved. In addition to this, you will also assist in identifying where the road infrastructure, including carriageway surface and signage might be enhanced or repaired to improve the safety of road users whilst forwarding such intelligence promptly and accurately to the relevant person(s).

Experience of working in a customer-facing environment is desirable. It is recognised that candidates' abilities may not be fully developed in relation to all of the requirements set out in the job description and person specification for this role, this will be taken into account as part of the selection process. All successful candidates will be expected to undertake full training which will be provided prior to taking up the post. You will be required to work 12hr shift patterns (including weekends and Bank Holidays) and be available to work reasonable overtime when required.



Responsibilities

Primary Job Role

1. To provide the public face of the Welsh Government in relation to patrolling and responding to incident management on the trunk road network in North & Mid Wales.
2. To reduce incident related congestion by responding to, and managing incidents, hazards and collisions on the network.
3. To provide an effective and professional support role to the Police and other agencies.
4. To represent the Welsh Government by projecting a positive and professional image that reinforces Welsh Governments objectives and values.
5. To promote and build good working relationships with all key stakeholders to ensure that the common goals of reducing incident related congestion is achieved.
6. Identify where the road infrastructure, including surface and signage, might be enhanced or repaired, where necessary, to improve the safety of road users, and forward such intelligence promptly and accurately to the relevant person(s).
7. To promote road safety through provision of information and advice, where appropriate, to road-users towards enhancing their road safety.

Secondary Job Role

8. Undertake network safety patrols and inspections.
9. Identify and undertake routine maintenance where required.
10. Patrolling, monitoring and reporting on network traffic and weather conditions.
11. Making safe, defects in the highway infrastructure where possible.

Standards of Performance

12. Satisfactory level of achievement of agreed deadlines and milestone objectives.
13. Achieving and maintaining the highest standards of development of Trunk Road Agent Management provision
14. Undertake any necessary training in relation to Continual Professional Development.
15. Ensure that Health and Safety at Work Policies are strictly adhered to
16. Ensure good relationships through standards of customer care
17. Develop and maintain good working relationships and productivity in line with organisational and personal objectives
18. Undertake personal Health and Safety responsibility at all times.
19. Ensure that the people of Gwynedd are at the heart of everything we do.

Health & Safety

20. Recognises the benefits of a safe working environment;
21. Makes health and safety a main concern;
22. Ensures safety of self;
23. Ensures the protection of co-workers



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

- Experience in an operational / customer focused role
- Current valid driving licence
- Must show experience of working with a range of IT applications e.g. Microsoft Word/Excel/Outlook

Relevant experience:

Work experience:

- Experience of supervising others in an operational, public facing customer service environment

Communication:

- 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;
- Responds to changing circumstances logically;
- Remains focused and in control of a situation;
- Managing conflict situations;
- Dealing with hostility and provocation in a calm and restrained manner;
- Managing pressure and tension in tricky situations

Planning & Organisation:

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

Team Work:

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

Self-Motivation:

- Displays 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

Language Requirements

- The ability to listen and speak, read and understand and write in Welsh and English with confidence and accuracy.

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