

## Kent County Council

### Job Description: *Trainee Highway Steward*

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<b>Directorate:</b>	<b>Growth, Environment and Transport</b>
<b>Unit/Section:</b>	<b>Highways and Transportation</b>
<b>Grade:</b>	<b>KSE</b>
<b>Responsible to:</b>	<b>Highway Manager</b>

#### **Purpose of the Job:**

The purpose of this post is to allow a candidate to embark on a training programme to become a Highway Steward.

As a Trainee Highway Steward you will be providing a front-line service dealing with customers reporting faults on our highway network. You will be responsible for the investigation of faults and arranging maintenance solutions with our contractor.

You will be the eyes and ears for highways service, working closely with Borough and District Councils, Parish Councils and other local groups to deliver a high-quality maintenance service ensuring that our network is safe and passable for all users.

In addition to maintenance, you will be actively involved in reacting to emergency situations working alongside emergency services and other bodies to provide support and engineering measures where needed. This could involve road collisions, road collapses, severe weather events and other incidents.

You will be allocated to a local team, however the role remains flexible to meet the demands across Kent County Council and may require you to operate out of any team across the highway service.

There may be a need for Out of Hours service and you will have the opportunity should it become available to take part in the Out of Hours service. There is an expectation that you will provide a back up service during severe weather events to assist the business as and when required outside normal office hours.

The post holder will be required to complete all external and internal training programmes in conjunction with obtaining a minimum of 9 months experience before possible succession into a KR8 Highway Steward role if appropriate.

#### **Main duties and responsibilities:**

- Record defects. General condition of the highway and all works orders on an electronic system.
- Ensure prompt investigation and response to complaints and queries raised by County Councillors, Borough and District Councils, Parish Councils, and other

customers groups and individual customers. Ensure that the customer response standards and performance indicators are met in terms of time and quality. Communicate with customers by letter, email or telephone as required.

- Investigate claims made by members of the public for injuries or damage to property sustained while using the highway; and claims against third parties for damage to the highway infrastructure.
- Attend meetings with customers, councillors and other customer organizations to resolve minor highway issues.
- To undertake first and second stage enforcement of the removal of unauthorised highway obstructions and other infringements of the highway and associated legislation. Working closely with enforcement officers to deal with persistent offenders.
- Work closely with Parish Councils to highlight and resolve highway issues and discuss matters of mutual interest.
- Have an overview of overall highway activity within the designated area tracking incidents raised by all and ensure that they are resolved within the correct time and to the required standard. Working with other specialist teams to understand and impart technical information to resolve stakeholder enquiries, facilitating responses that rely on technical expertise.
- Work closely with emergency services to support incidents on the highway.
- Work with and assist highway inspectors as directed.
- Regularly liaise with other highways teams to ensure a connected approach to service delivery.
- Ensure compliance with current Health and Safety legislations and Construction and Design Management regulations.
- Provide a backup service during severe weather events to assist the business as and when required.

Footnote: This job description is provided to assist the job holder to know what their main duties are. It may be amended from time to time without change to the level of responsibility appropriate to the grade of post.

## Kent County Council

### Person Specification: *Trainee Highway Steward*

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The following outlines the criteria for this post. Applicants who have a disability and who meet the criteria will be shortlisted.

Applicants should describe in their application how they meet these criteria.

	<b>CRITERIA</b>
<b>QUALIFICATIONS</b>	<ul style="list-style-type: none"> <li>• Good general education to GCSE or equivalent level, including passes at C grade or higher in Maths and English</li> <li>• City &amp; Guilds accreditation to Street Works; or ONC/BTEC or equivalent NVQ building and civil engineering, or relevant discipline.</li> </ul>
<b>EXPERIENCE</b>	<ul style="list-style-type: none"> <li>• Previous experience in a busy, customer focused environment</li> <li>• Relevant experience in the civil engineering or construction industry.</li> </ul>
<b>SKILLS AND ABILITIES</b>	<ul style="list-style-type: none"> <li>• Confidence to provide front line support to the public, elected Members, Parish Councils and Kent Police.</li> <li>• Ability to develop good public relations through handling enquiries promptly, effectively and courteously both in writing and over the phone.</li> <li>• Organised and self-motivated.</li> <li>• Ability to prioritise work, using risk assessment techniques</li> <li>• An excellent telephone manner along with outstanding negotiating skills</li> <li>• IT literate with good keyboard skills</li> <li>• Ability to analyse information and resolve problems</li> <li>• Ability to work on your own and within a team environment</li> <li>• Attention to detail</li> <li>• A Full UK driving licence</li> </ul>
<b>KNOWLEDGE</b>	<ul style="list-style-type: none"> <li>• Understanding of relevant Highway Act and legislation.</li> </ul>
<b>KENT VALUES AND CULTURAL ATTRIBUTES</b>	<p><b>Kent Values:</b></p> <ul style="list-style-type: none"> <li>• We are <b>brave</b>. We do the right thing, we accept and offer challenge</li> <li>• We are <b>curious</b> to innovate and improve</li> <li>• We are <b>compassionate</b>, understanding and respectful to all</li> <li>• We are <b>strong together</b> by sharing knowledge</li> <li>• We are all <b>responsible</b> for the difference we make</li> </ul> <p>Our values enable us to build a culture that is:</p> <p><b>Flexible/agile</b> - willing to take (calculated) risks and want people that are flexible and agile</p> <p><b>Curious</b> - constantly learning and evolving</p>

	<p><b>Compassionate and Inclusive</b> - compassionate, understanding and respectful to all</p> <p><b>Working Together</b> - building and delivering for the best interests of Kent</p> <p><b>Empowering</b> - Our people take accountability for their decisions and actions</p> <p><b>Externally Focused</b> - Residents, families and communities at the heart of decision making</p>
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