

Kent County Council

Job Description Specification: *Trainee Highway Steward*

Directorate:	Growth, Environment and Transport
Unit/Section:	Highways and Transportation
Location:	Faversham Highways Depot
Grade:	KSE
Responsible to:	Highway Manager

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 KSF Highway Steward role if appropriate.

Main duties and responsibilities:

1. Record defects. General condition of the highway and all works orders on an electronic system.
2. 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.
3. 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.
4. Attend meetings with customers, councillors and other customer organizations to resolve minor highway issues.
5. 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.
6. Work closely with Parish Councils to highlight and resolve highway issues and discuss matters of mutual interest.
7. 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.
8. Work closely with emergency services to support incidents on the highway.
9. Work with and assist highway inspectors as directed.
10. Regularly liaise with other highways teams to ensure a connected approach to service delivery.
11. Ensure compliance with current Health and Safety legislations and Construction and Design Management regulations.
12. Provide a backup service during severe weather events to assist the business as and when required.

This job description will be developed in conjunction with the post holder. It will be subject to regular review and the Council reserves the right to amend or add to the duties listed.

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Person Specification: *Trainee Highway Steward*

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

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

	CRITERIA
QUALIFICATIONS (if essential)	<p>Good general education to GCSE or equivalent level, including passes at C grade or higher in Maths and English</p> <p>City & Guilds accreditation to Street Works; or ONC/BTEC or equivalent NVQ building and civil engineering, or relevant discipline.</p> <p>A Full UK driving licence</p>
EXPERIENCE / KNOWLEDGE	<p>Previous experience in a busy, customer focused environment would be an advantage.</p> <p>Relevant experience in the civil engineering or construction industry.</p> <p>Have an understanding of relevant Highway Act and legislation.</p>
SKILLS AND ABILITIES	<p>Confidence to provide front line support to the public, elected Members, Parish Councils and Kent Police.</p> <p>Ability to develop good public relations through handling enquiries promptly, effectively and courteously both in writing and over the phone.</p> <p>Organised and self-motivated.</p> <p>Ability to prioritise work, using risk assessment techniques</p> <p>An excellent telephone manner along with outstanding negotiating skills</p> <p>IT literate with good keyboard skills</p> <p>Ability to analyse information and resolve problems</p> <p>Ability to work on your own and within a team environment</p> <p>Attention to detail</p>

KENT VALUES AND CULTURAL ATTRIBUTES

Kent Values:

- We are **brave**. We do the right thing, we accept and offer challenge
- We are **curious** to innovate and improve
- We are **compassionate**, understanding and respectful to all
- We are **strong together** by sharing knowledge
- We are all **responsible** for the difference we make

Our values enable us to build a culture that is:

Flexible/agile - willing to take (calculated) risks and want people that are flexible and agile

Curious - constantly learning and evolving

Compassionate and Inclusive - compassionate, understanding and respectful to all

Working Together - building and delivering for the best interests of Kent

Empowering - Our people take accountability for their decisions and actions

Externally Focused - Residents, families and communities at the heart of decision making

(If this document is being used for recruitment purposes, examples of Behaviours which support the Kent Values will need to be demonstrated within the context of this post)