

Directorate	Growth Environment and Transport
Unit/Section	Highways Transportation and Waste
Proposed Grade*	KR7
Responsible to	Senior Highway Safety Inspector

Purpose of the Job:

Flexibility is required to provide support to the Safety Inspections Team in the delivery of statutory safety inspections on a daily basis at various locations across the county in accordance with meeting the requirements of the employer's duty of care.

The post holder will also provide administrative assistance to the wider team, the Senior Inspectors and Inspections Manager as required to ensure the successful and timely delivery of the service.

The role will involve assisting the team in finding resolution to works order disputes raised by the Highway Term Maintenance Contractor (HTMC), assist in resolving customer enquiries referred by the Contact Centre or other parts of the business in addition to providing technical support to both internal and external customers. While assisting with statutory safety inspections the post holder will learn how to adopt a risk-based approach as defined in the Well-managed Highway Infrastructure Code of Practice 2016.

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 Safety Inspector role if appropriate.

Main Duties and Responsibilities:

1. Provide administrative support to the wider team as required. This may involve assisting with insurance claims investigations and producing road closure documentation.
2. Interact with Highway Asset Management software (WAMS) to generate and file reports and to assist when required with processing reactive & planned works orders.
3. Administrate and investigate customer complaints and enquiries from the public, elected members, parish & District Councils. Managing a positive customer experience particularly where the enquiry requires technical input. Liaise with internal and external stakeholders as required. These will include members of the public and elected representatives, as well as other bodies such as utilities, and transport operators.
4. The post holder must have the ability to travel throughout the county and be prepared to occasionally work outside normal office hours in the interests of the service.
5. Extract street history data and inspection reports from WAM's and undertake any required investigation to support the Senior Highway Inspector as part of the route amendment process.

6. Undertake supplementary tasks as and when required, to support the wider team, Senior Inspectors and Service Managers.
7. Promote cross departmental working & coordination as required. Foster seamless working relationships with Highway Operations and Highway Asset Management teams.
8. Actively suggest improvements and promote innovation to the work of the Inspectorate.
9. Follow a defined structured internal training programme in Highway Asset Management and attend external training to gain relevant professional qualifications within the industry.
10. Assist in carrying out walked, driven and off-road cycle track inspections under supervision as required throughout the year in addition to contributing towards the successful completion of pavement condition surveys, assessing the condition of highway network to determine the appropriate action in accordance good asset management techniques, identifying immediate and future works.
11. At all times ensure compliance with Health and Safety legislation.

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

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.

QUALIFICATIONS (if essential)	<ul style="list-style-type: none"> • Good general education to GCSE or equivalent level, including passes at C grade or higher in Maths and English. • City & Guilds accreditation or ONC/BTEC or equivalent NVQ. ECDL qualification would be an advantage but not essential. • A Full UK Driving Licence – The Council is committed to making reasonable adjustments so whilst this job requires the jobholder to drive your application will still be considered if you are unable to drive due to a disability.
EXPERIENCE	<ul style="list-style-type: none"> • Experience in the use of relevant computer applications (WAMS, MS Office, Oracle). • Some experience in the construction or allied industry. • Experience of working individually as well as part of team.
SKILLS AND ABILITIES	<ul style="list-style-type: none"> • Able to communicate effectively and manage customer expectations, both verbally and in writing with internal and external customers. • Able to carry out walked (average 10-12km per day) and drive-by inspections throughout Kent. Ability to travel around the county, sometimes at short notice, to fulfil the requirements of the role. • Computer literate. Excellent IT skills, demonstrating proficiency with tablet devices, smart phones and MS Office. • Ability to collect and record field data on site using a tablet device, provided by KCC (all weather & multi terrain). • Ability to work to deadlines, under pressure and to prioritise work, using risk assessment techniques. • Excellent team working skills. • Demonstrable skills in analysing information and problem solving. • Ability to demonstrate attention to detail and to manage time effectively.
KNOWLEDGE	<ul style="list-style-type: none"> • Relevant knowledge of legislation and codes of practice as they relate to the role (e.g. H&S risk assessment, Codes of Practice for Well Maintained Highways). • Some knowledge of road construction and standards. • Some knowledge of general highway maintenance and processes.
KENT VALUES AND CULTURAL ATTRIBUTES	<p>Kent Values:</p> <ul style="list-style-type: none"> • 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 <p>Our values enable us to build a culture that is:</p> <p>Flexible/agile - willing to take (calculated) risks and want people that are flexible and agile</p> <p>Curious - constantly learning and evolving</p> <p>Compassionate and Inclusive - compassionate, understanding and respectful to all</p> <p>Working Together - building and delivering for the best interests of Kent</p> <p>Empowering - Our people take accountability for their decisions and actions</p> <p>Externally Focused - Residents, families and communities at the heart of decision making</p>