

<b>Directorate:</b>	<b>Growth, Environment and Transport</b>
<b>Unit/Section:</b>	<b>Highway Operations</b>
<b>Grade:</b>	<b>KR8</b>
<b>Responsible to:</b>	<b>Streetworks Compliance &amp; Performance Manager</b>

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

Working across Kent to support the Street Works teams in the management of highway licences. Deal with challenging enforcement issues and ensure a consistency of enforcement approach throughout Kent to ensure that contractors are abiding to HT&W Highway Licence policies.

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

- Investigate complaints relating to highway licence infringements and take or recommend appropriate action to seek a resolution in accordance with the Council's policies.
- Investigate & gather relevant evidence, including statement taking, to substantiate a charge, or recovery of debts for costs incurred under the appropriate Acts. Prepare files to the satisfaction of the County Solicitor, taking advice at appropriate stages, to secure successful prosecutions in the Magistrates Court or debt recovery in the County Court.
- Maintain knowledge of Highway Law to ensure that advice to staff and customers remains current, appropriate and accurate.
- Work closely with the Street works teams, and serve statutory notices under relevant legislation such as Highways Act 1980, New Roads and Street Works Act 1991 and Traffic Management Act 2004
- Co-operate with other enforcement bodies (e.g., community wardens, HSE, trading standards officers) to achieve these duties.
- Ensure prompt investigation and response to requests, queries and complaints raised by staff and customers, whether by post, electronically or telephone, document and track in accordance with HT&W Customer Care policies and performance indicators.
- Impart detailed knowledge from within HT&W to resolve stakeholder enquiries, obtain and facilitate responses that rely on technical expertise.
- You will be required to provide assistance to other teams within the GET directorate, or any other part of KCC, from time to time as and when your skills and knowledge are required for particular projects and initiatives.

Footnote: This job description is provided to assist the job holder to know what his/her 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: Licence Compliance Officer

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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>• A Level / NVQ 3 in Administration or Customer Care or equivalent.</li> </ul>
<b>EXPERIENCE</b>	<ul style="list-style-type: none"> <li>• Relevant experience in the construction or allied industry, demonstrating technical expertise across a wide range of highway assets and at various times of the year.</li> <li>• Experience of influencing others to gain acceptance of ideas and initiatives.</li> </ul>
<b>SKILLS AND ABILITIES</b>	<ul style="list-style-type: none"> <li>• Demonstrable skills in managing information, problem solving and conflict resolution.</li> <li>• Able to communicate effectively, both verbally and in writing, at all levels with internal and external stakeholders and members of the public.</li> <li>• Ability to prioritise work, using risk assessment techniques showing attention to detail.</li> <li>• Ability to show self-confidence and initiative when dealing with the public and ability to deal with the public in difficult circumstances.</li> <li>• Computer literate. Able to use MS Office and other typical general office packages, and also specialist software packages.</li> <li>• The post holder must be prepared to undertake work outside normal office hours in the interests of the service.</li> <li>• Assist with other highways duties as conditions dictate.</li> <li>• The ability to travel across a wide geographical area in a timely and flexible manner at various times of the day is essential.</li> </ul>
<b>KNOWLEDGE</b>	<ul style="list-style-type: none"> <li>• Relevant knowledge of legislation and codes of practice as they relate to role (e.g. Highways Act, Traffic Management Act, NRSWA, Health &amp; Safety, risk assessment, CDM Regulations) .</li> <li>• Highways Act 1980 - Knowledge of Highways licencing requirements.</li> </ul>
<b>BEHAVIOURS AND KENT VALUES</b>	<p><b>Kent Values:</b></p> <ul style="list-style-type: none"> <li>• We are brave. We do the right thing, we accept and offer challenge</li> <li>• We are curious to innovate and improve</li> <li>• We are compassionate, understanding and respectful to all</li> <li>• We are strong together by sharing knowledge</li> <li>• We are all responsible for the difference we make</li> </ul>

