

<b>Directorate:</b>	<b>Growth, Environment &amp; Transport</b>
<b>Unit/Section:</b>	<b>Street Lighting Asset Management</b>
<b>Current Grade:</b>	<b>KR7</b>
<b>Responsible to:</b>	<b>Street Lighting Maintenance Team Leader</b>
<b>Location:</b>	<b>Hybrid working/Ashford</b>

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

The Post holder will be the first point of contact for responding to enquiries referred to the team by the Contact Centre or other parts of HT&W. Give advice to the public for enquiries and incidents relating to street lighting assets.

To assist in coordinating day to day routine maintenance and emergency response. Liaise and organise the deployment of appropriate internal and 3<sup>rd</sup> party contractors to assist in making highway assets safe.

To assist the team by undertaking duties to enable the Street Light Asset Manager, Team Leaders and Street Lighting Engineers to concentrate on complex and non-routine matters and provide excellent customer service.

The post holder must be prepared to undertake work outside normal office hours in the interests of the service, such as during an emergency.

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

1. Be the first point of contact within the team for the Contact Centre, individual customers, HT&W staff and other stakeholders including Members and Parish Councils.
2. Assess enquiries for accuracy, review the information provided and where necessary determine if the level of response required and upgrade to an emergency where appropriate and undertake detailed investigation to respond to complex enquiries that rely on technical expertise and when necessary, escalate to other team members as appropriate.
3. Respond promptly to enquiries to ensure customer response standards and performance indicators are met in terms of time scales and quality. Be able to communicate confidently with customers by letter, E-mail or telephone as required.
4. Allocate maintenance work instructions direct to the contractor via the works management system and monitor works progress.
5. Update enquiries, works orders and asset information in the relevant modules of the Confirm WAMS system
6. Monitor the Central management System (CMS), responding to automated failure reports sent via the CMS as well as interrogating and interpreting energy consumption and voltage levels etc. for each fault reported. Analysis will inform the decisions made as to how to proceed with issuing task orders to the Contractor.
7. Act as KCC system administrator for the CMS.
8. Checking and processing of task orders raised as a result of night scouting or en route activity carried out by the street lighting term maintenance contractor.
9. Ensure compliance of the Well Managed Highway Infrastructure by carrying out risk assessments relating to enquiries.
10. Assessing and processing of compensation events relating to task orders.
11. Updating of the asset database as assets are upgraded or added due to the adoption of residential developments or other changes that occur on street lighting assets.
12. Procuring utility plans when requested for inclusion in work packs prior to committing task orders.

13. Refer enquiries to Engineers, Highway Stewards other Highway related departments, ensuring sufficient information is provided to enable further investigation or engineering work as required.
14. Assist in the production of future programmes of work for approval, including obtaining specialist information and disseminate within HT&W and to other stakeholders as appropriate.

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.

## Organisational Responsibilities

All staff have an explicit responsibility to work as part of a team to deliver, collectively, the agenda of the County Council. These are fundamental elements of their role not an addition and are summarised as follows;

### Whole Council

- Seek to improve the lives of all residents in Kent and the economy of Kent
- Act as corporate parent to the Council's looked after children
- Take an active role in promoting and ensuring the Council's responsibilities for safeguarding are met.
- Understand, communicate and contribute to the delivery of KCC's strategic aims
- Meet statutory obligations and promote and ensure compliance with policies and procedures and the Council's Code of Conduct (Kent Code).
- Advise elected Members and support the democratic process
- Promote the Council brand and enhance the overall reputation of the Council
- Understand and monitor the measures of performance, including customer insight, which define successful outcomes for KCC services.
- Maintain and ensure a relentless focus on the customer
- Act to support the Council-wide need to deliver services within budget, thereby avoiding an overspend that could damage the financial viability of the Council
- Overcome professional and service silos to achieve the County Council's objectives.

### Integration of Services

- Focus resources where they have the biggest impact
- Deliver services that are flexible and adaptable
- Integrate services within KCC and work with partner agencies to ensure a seamless customer experience
- Fully and inclusively engage all staff in the delivery of services, demonstrating the Council's leadership values and competencies.

### Embedding Commissioning and Engaging Relevant Markets

- Establish an outcome focused organisation
- Meet the financial regulations and standing orders of KCC
- Challenge the status quo and engage with the market to constantly improve.
- Ensure all services are delivered effectively and efficiently
- Proactively and continuously seek to improve service delivery
- Proactively manage risk to avoid inertia whilst not exposing the Council to needless and avoidable challenge or loss

### Managing Change

- Understand and support the Authority's overall change
- Understand and support the Authority's overall change agenda
- Deliver required outcomes of service specific change on time and to budget
- Understand the quality of staff, support their development, nurture those with talent
- Identify the skills for the future and the level of staff through robust workforce planning
- Identify and deal with underperformance.
- Deliver to agreed budget and income targets.

## Kent County Council

### Person Specification: Street Lighting Technician

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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.

	CRITERIA
<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>• Educated to NVQ level 2 or equivalent</li> </ul>
<b>EXPERIENCE</b>	<ul style="list-style-type: none"> <li>• Experience of providing good customer care, particularly in dealing with customer complaints</li> <li>• Experience of regular multi-tasking and dealing with non-routine activities as well as advanced technical and/or practical skills with regard to using a wide range of office equipment and information systems in an administrative environment</li> <li>• Relevant technical experience of working in a local government or highways environment</li> <li>• Relevant knowledge of legislation and codes of practice</li> </ul>
<b>SKILLS AND ABILITIES</b>	<ul style="list-style-type: none"> <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>• An ability to work to deadlines and under pressure</li> <li>• Excellent level of computer skills including the ability to use Microsoft Office, Excel, Outlook, PowerPoint, use of electronic diary management system, minute taking.</li> <li>• Excellent written communication skills are particularly important, both verbally and in writing, to suit all levels with internal and external stakeholders, members and members of the public.</li> <li>• Ability to deal with public in difficult circumstances, whilst demonstrable skills in managing information and communicating with others</li> <li>• Ability to work within a team as well as on own initiative, with excellent customer care and teamwork skills.</li> <li>• Well organised and efficient with attention to detail with the ability to work to deadlines and under pressure.</li> <li>• Demonstrate skills in managing information and communicating with others.</li> <li>• Ability to use and interpret spatial data (maps and drawings)</li> </ul>
<b>KNOWLEDGE</b>	<ul style="list-style-type: none"> <li>• Some knowledge of legislation and codes of practice related to street lighting (e.g. CDM 2015, TSRGD 2016).</li> <li>• Customer care</li> <li>• NRSWA Chapter 8 to a basic standard</li> <li>• knowledge of Highway Asset Management</li> </ul>
<b>BEHAVIOURS AND KENT VALUES</b> The post holder is required to demonstrate all the behaviours set out in the Kent standard but these are key to this post	<b>Open</b> <ul style="list-style-type: none"> <li>• Act with integrity, honesty, and transparency</li> <li>• Demonstrate healthy attitude to risk</li> <li>• Welcome and expect change and evolving technology</li> <li>• Work in new ways</li> <li>• Be willing to learn</li> <li>• Work as a whole council</li> </ul>

	<ul style="list-style-type: none"><li>• Treat people fairly and with respect</li></ul> <p><b>Invite Contribution and Challenge</b></p> <ul style="list-style-type: none"><li>• Work collaboratively to find new solutions</li><li>• Innovate</li><li>• Put the interests and wellbeing of customers first</li><li>• Be open to challenge</li><li>• Actively encourage and expect contribution</li></ul> <p><b>Accountable</b></p> <ul style="list-style-type: none"><li>• Do more for yourself</li><li>• Take personal and professional responsibility for your actions and performance</li><li>• Deliver at pace</li><li>• Look for ways to save money</li><li>• Look for commercial opportunities</li><li>• Focused on outcomes</li></ul> <p><b>Kent Values:</b></p> <ul style="list-style-type: none"><li>• <b>We are brave. We do the right thing, we accept and offer challenge</b></li><li>• <b>We are curious to innovate and improve</b></li><li>• <b>We are compassionate, understanding and respectful to all</b></li><li>• <b>We are strong together by sharing knowledge</b></li><li>• <b>We are all responsible for the difference we make</b></li></ul>
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