

**Directorate:** Growth, Environment and Transport

**Unit/Section:** Mid Kent Highway Operations Team

**Grade:** KR6

**Responsible to:** Mid Kent Highway Manager

**Purpose of the Job:**

To assist with the support of all administrative duties within the Mid Kent Streetworks and Highway Operations Team to deliver efficient and effective customer-focused services.

Assist District Managers and the Streetworks Manager by providing general administrative support.

To support the Mid Kent Highway Manager is carryout daily tasks and supporting the delivery of Team Management.

**Main duties and responsibilities:**

- Managing phone calls, diary management, and arrangement of meetings for the management team and Highway Manager. Providing support to managers in responding to external letters and communications ensuring adherence to KCC customer service standards. Management of team leave calendars and generic mailbox.
- Administration of vegetation enforcement notices for the Mid Kent Highways team.
- Project support including research, report compilation and media work.
- Monitoring of highways systems dashboards (WAMS) including logging of enquires for managers.
- Preparation of Joint Transportation Reports for all District Managers
- Ordering of uniform, equipment and management of purchase orders for all sundry items for the team
- Minute taking for management meetings on a rota basis with other TSOs. Preparation of technical data for presentations and meetings.
- Work as part of a delivery team to facilitate seminars and training sessions.
- Carry out duties within the Streetworks Team and Priority response team to assist with demands in the service.

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: *Technical Support 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>QUALIFICATIONS</b>	Good general education to GCSE or equivalent level, including passes at C grade or higher in Maths and English and City and Guilds accreditation in relevant subject or ONC/BTEC or equivalent.
<b>EXPERIENCE</b>	Relevant technical experience of working in a local government or highways environment. Experience of working in a customer-oriented environment.
<b>SKILLS AND ABILITIES</b>	Computer literate. Able to use MS Office and other typical general office packages. Able to demonstrate attention to detail. Able to communicate effectively, both verbally and in writing, at all levels with internal and external stakeholders. Demonstrable skills in managing information and communicating with others. Good teamwork skills. Ability to travel across a wide geographical area in a timely and flexible manner at various times of the day would be an advantage.
<b>BEHAVIOURS AND KENT VALUES</b>	<b>Kent Values:</b> <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> <b>Our values enable us to build a culture that is:</b> <ul style="list-style-type: none"> <li>• Flexible/agile - willing to take (calculated) risks and want people that are flexible and agile</li> <li>• Curious - constantly learning and evolving</li> <li>• Compassionate and Inclusive - compassionate, understanding and respectful to all</li> <li>• Working Together - building and delivering for the best interests of Kent</li> <li>• Empowering - Our people take accountability for their decisions and actions</li> <li>• Externally Focused - Residents, families, and communities at the heart of decision making</li> </ul>