

Kent County Council

Job Description: Licence Compliance Officer

Directorate:	Growth, Environment and Transport
Unit/Section:	Highway Operations
Grade:	KR8
Responsible to:	Senior Enforcement Officer

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 H&T 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 H&T to resolve stakeholder enquiries, obtain and facilitate responses that rely on technical expertise.
- You will work alongside the Senior Enforcement Officer and will provide cover during times of absence
- 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 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.

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Person Specification: Licence Compliance Officer

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
QUALIFICATIONS	<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 • A Level / NVQ 3 in Administration or Customer Care or equivalent • 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"> • 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 • Experience of influencing others to gain acceptance of ideas and initiatives
SKILLS AND ABILITIES	<ul style="list-style-type: none"> • Demonstrable skills in managing information, problem solving and conflict resolution • Able to communicate effectively, both verbally and in writing, at all levels with internal and external stakeholders and members of the public • Ability to prioritise work, using risk assessment techniques showing attention to detail • Ability to show self-confidence and initiative when dealing with the public and ability to deal with the public in difficult circumstances • Computer literate. Able to use MS Office and other typical general office packages, and also specialist software packages • The post holder must be prepared to undertake work outside normal office hours in the interests of the service. • Assist with other highways duties as conditions dictate.
KNOWLEDGE	<ul style="list-style-type: none"> • Relevant knowledge of legislation and codes of practice as they relate to role (e.g. Highways Act, Traffic Management Act, NRSWA, Health & Safety, risk assessment, CDM Regulations) • Highways Act 1980 - Knowledge of Highways licencing requirements
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

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

Office Transformation Worker Definition: Fixed Office Worker but working across area and in satellite depots