

**Directorate:** Growth, Environment & Transport  
**Unit/Section:** Street Lighting Asset Management  
**Grade:** KR7  
**Responsible to:** Street Lighting Maintenance Team Leader

### **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 enquires 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.

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.

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>KENT VALUES AND CULTURAL ATTRIBUTES</b>	<p><b>Kent Values:</b></p> <ul style="list-style-type: none"> <li>• We are <b>brave</b>. We do the right thing, we accept and offer challenge</li> <li>• We are <b>curious</b> to innovate and improve</li> <li>• We are <b>compassionate</b>, understanding and respectful to all</li> <li>• We are <b>strong together</b> by sharing knowledge</li> <li>• We are all <b>responsible</b> for the difference we make</li> </ul> <p>Our values enable us to build a culture that is:</p> <p><b>Flexible/agile</b> - willing to take (calculated) risks and want people that are flexible and agile</p> <p><b>Curious</b> - constantly learning and evolving</p> <p><b>Compassionate and Inclusive</b> - compassionate, understanding and respectful to all</p> <p><b>Working Together</b> - building and delivering for the best interests of Kent</p> <p><b>Empowering</b> - Our people take accountability for their decisions and actions</p> <p><b>Externally Focused</b> - Residents, families and communities at the heart of decision making</p>
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