

Directorate:	Growth, Environment & Transport
Unit/Section:	Highways & Transportation
Grade:	KR6
Responsible to:	Business Team Leader

Purpose of the Job:

You will be part of a small team and will assist in providing a comprehensive Highway Definition service.

You will help the team to collect and collate relevant information and records and use a variety of maps and database systems to deliver a paid for service to customers.

Customer contact varies between electronic (email), telephone conversations with customers and letters and we are looking for people with excellent communication skills as well as an interest in maps and research.

It should be noted that whilst the job is usually office based (at Ashford Highway Depot, Javelin Way, Ashford), the majority of the team are currently working from home remotely. These arrangements will be subject to change in line with covid restrictions.

Main duties and responsibilities:

1. Undertake the delivery of the Highway Definition service by taking responsibility for dealing with individual customers, in particular undertaking detailed investigation and research needed to respond to complex enquiries.
2. Deal positively with customer enquiries relating to any aspect of Highway Definition, CON29 and Stopping Up Orders, including appropriate interpretation and resolve issues using internal and external communications as appropriate
3. Maintain regular and effective relationships throughout the organisation, in order to work to a 'One' team approach and delivery of the business objectives.
4. Ensure that costs are recovered as appropriate for information supplied.
5. Maintain and retain reports and records as directed by line management.
6. Collect and collate relevant statistics and records for the team to assist with the provision of information to other parts of KCC/H&T, and to support internal and external funding bids.

7. Assist in the collection and management of Key Performance Indicators and information that can be used to improve any part of the service.
8. Update, modify and retrieve data on both manual and computerised systems to meet information needs in order to provide accurate and reliable information.
9. Actively provide the Gazetteer team with system support and ensure a consistent record of the highway asset records.
10. Any other tasks and project work directed by the Senior Highway Definition Officer and Business Team Leader

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: *Highway Definition 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"> • Sound educational qualifications that include Mathematics, English and ITC at grade C or equivalent. • NVQ level 3 in customer service or equivalent.
EXPERIENCE	<ul style="list-style-type: none"> • Experience of working in a customer orientated, team based environment.
SKILLS AND ABILITIES	<ul style="list-style-type: none"> • Able to handle a number of different priorities with evidence of prioritising workload.
KNOWLEDGE	<ul style="list-style-type: none"> • Knowledge of OS mapping processes and a reasonable geographical knowledge of the County. • Computer literate, Able to use MS Office and other typical general packages and also specialist mapping packages. • Ability to use and interpret spatial data (maps and drawings). • Customer focused approach • Ability to communicate effectively, both verbally and in writing at all levels with internal colleagues and members of the public. • Ability to demonstrate attention to detail. • To be organised and work to deadlines. • To be adaptable and flexible to meet changing priorities. • To work without the need of direct supervision. • Good teamwork skills
BEHAVIOURS AND KENT VALUES	<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