

Kent County Council

Job Description: *Highway Officer*

Directorate:	Growth, Environment and Transport
Unit/Section:	Highways & Transportation – Highway Operations
Grade:	KR8
Responsible to:	Highway Manager

Purpose of the Job:

This is an exciting opportunity to work as a key part of the Highway Maintenance, Vehicle Crossings and Streetworks service within Kent County Council.

As a Highway Officer you will be providing a front-line service dealing with customer enquiries, as well as specialising in new dropped kerb applications.

You will be responsible for all aspects of the vehicle crossings application process and provide support to the local maintenance, inspection and Streetworks teams.

In addition you will provide support during emergency situations working alongside emergency services and other bodies to provide support and engineering measures where needed. This could involve road collisions, road collapses, severe weather events and other incidents.

This is a flexible role to meet the demands across Kent County Council and may require you to operate out of any team across the highway service.

There may be a need for Out of Hours service and you will have the opportunity should it become available to take part in the Out of Hours service. There is an expectation that you will provide a backup service during severe weather events to assist the business as and when required outside normal office hours.

Main duties and responsibilities:

1. Liaise with other work colleagues including Highway Officers, Engineers, District Managers, Soft Landscape officers and Streetlighting officers, to resolve more complex customer applications.
2. Ensure that IT systems and information are kept accurate and up-to-date after each customer contact in order that these details can be used by other relevant officers.
3. Communicate with customer by all phone, letter and email from the start to the end of the application process for new dropped kerbs, issue approval or decline documents and respond to queries.
4. Liaise and organise site meetings with customers to survey site and obtain more accurate information to manage and improve the service, ensuring that customers receive a timely, efficient and appropriate response to their query.

5. Ensure that information systems and records are effectively maintained after each contact to ensure that up-to-date and accurate information can be referenced during future contacts.
6. Manage your workload from a dashboard, monitoring service delivery timeframes
7. Raise works orders to the term contractor and monitor the installation process.
8. Work as a team to deliver the Countywide service.
9. Record defects, general condition of the highway and all works orders on an electronic system.
10. Ensure that the customer response standards and performance indicators are met in terms of time and quality. Communicate with customers by letter, email or telephone as required.
11. Work closely with emergency services to support incidents on the highway.
12. Work with and assist highway inspectors as directed.
13. You will be responsible for inspecting sites, ensuring a high level of safety and compliance of traffic management on road closures.
14. Regularly liaise with other highways teams to ensure a connected approach to service delivery.
15. Ensure compliance with current Health and Safety legislations and Construction and Design Management regulations.
16. Provide a backup service during severe weather events to assist the business as and when required.

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: *Highway 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. • City & Guilds accreditation in Street Works; or ONC/BTEC or equivalent NVQ.; EDCL QUALIFICATION; NRSWA Accreditation; • 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 / KNOWLEDGE	<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. • Relevant experience of legislation and codes of practice as they relate to the role (e.g Health and Safety, Risk Assessment, CDM Regulations) • Relevant experience in a customer focused environment
SKILLS AND ABILITIES	<ul style="list-style-type: none"> • Confidence to provide front line support to the public, elected Members, Parish Councils and Kent Police. • Ability to develop good public relations through handling enquiries promptly, effectively and courteously both in writing and over the phone. • Organised and self-motivated. • Ability to prioritise work, using risk assessment techniques • An excellent telephone manner along with outstanding negotiating skills. • PC literate with good keyboard skills.

	<ul style="list-style-type: none"> • Ability to analyse information and resolve problems • Good teamwork skills • Attention to detail
<p>KENT VALUES AND CULTURAL ATTRIBUTES</p>	<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 <p>Our values enable us to build a culture that is:</p> <p>Flexible/agile - willing to take (calculated) risks and want people that are flexible and agile</p> <p>Curious - constantly learning and evolving</p> <p>Compassionate and Inclusive - compassionate, understanding and respectful to all</p> <p>Working Together - building and delivering for the best interests of Kent</p> <p>Empowering - Our people take accountability for their decisions and actions</p> <p>Externally Focused - Residents, families and communities at the heart of decision making</p>