Kent County Council

Job Description: *Priority Response Officer*

Directorate:	**Growth, Environment and Transport**
Unit/Section:	**Highways & Transportation – Highway Operations**
Grade:	**KSF**
Responsible to:	**Priority Response Officers Highway Manager**

Purpose of the Job:

The post is within a small team acting as the initial point of contact for responding to enquiries relating to highway defects and incidents, also providing a response to emergency incidents by organising the deployment of Highway Stewards. To improve the quality of incoming enquiries to Highway Operations by liaising with customers and using the appropriate tools to obtain additional information to assess them efficiently.

This role also facilitates the efficient delivery of the Pothole Blitz project, liaising with Stakeholders, managing works permits and process finance payments.

The successful candidate will be responsible for the projects' social media communication, monitoring the progress of works and daily reporting to ensure efficient service delivery.

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:

- Liaise with Pothole Blitz Contractors and support the efficient delivery of the contract. This will entail a number of different administration support duties including raising financial orders and Street works Permits using KCC business systems.
- Monitoring ongoing programmed works and provide daily reports.
- Liaise with customers to obtain more accurate information to manage and improve the service, ensuring that customers receive a timely, efficient and appropriate response to their query.
- Identifying where Highway enquiries require safety intervention. Obtain engineering or other specialized input if required through communication with internal and external stakeholders.
- To communicate effectively with Highway Stewards, Engineers, District Managers and Highway Officers, keeping them updated of local issues.
- To assess reports from the Contact Point for accuracy. Review and where necessary amend priority allocated by Contact Point, in accordance with Highway Inspectors Manual. Allocate work directly or refer to Highway Stewards where further investigation is required.
- 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.

- Manage incidents across the team area in severe weather conditions and liaise across Highway & Transportation and other partners to ensure effective and controlled management of incidents in accordance with our policies.

- Collect and collate relevant information where work may be recharged to a third party in conjunction with other officers. If identified, initiate the procedure to recover costs from the third party.

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: *Priority Response 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	• Good secondary education qualifications including GCSE English, Maths and IT or equivalent. • NVQ Level 3 (or equivalent) in relevant
EXPERIENCE	• Experience within customer care environment. • Working under pressure and to tight deadlines. • Experience of communicating effectively, both verbally and in writing, at all levels with internal and external stakeholders and members of the public.
SKILLS AND ABILITIES	• IT literate - proficient in the use of Microsoft packages, outlook and internet. • Able to demonstrate an ability to prioritise workloads. • Able to demonstrate attention to detail and decision making skills. Good interpersonal skills - Ability to demonstrate a professional but empathetic approach to Customer Relations. • Resilient and assertive to deal with challenge and confrontation. Demonstrate an ability to work well within a team.
KNOWLEDGE	• Awareness of highways legislation and codes of practice • Awareness of health & safety regulations.
KENT VALUES AND CULTURAL ATTRIBUTES	**Kent Values:** • 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