

Kent County Council

Job Description: *Trainee Highway Steward*

Directorate:	Growth, Environment and Transport
Unit/Section:	Highways and Transportation Various Highway Depots
Grade:	KSE
Responsible to:	Highway Manager

Purpose of the Job:

The purpose of this post is to allow a candidate to embark on a training programme to become a Highway Steward.

As a Trainee Highway Steward you will be providing a front line service dealing with customers reporting faults on our highway network. You will be responsible for the investigation of faults and arranging maintenance solutions with our contractor.

You will be the eyes and ears for highways service, working closely with Borough and District Councils, Parish Councils and other local groups to deliver a high quality maintenance service ensuring that our network is safe and passable for all users.

In addition to maintenance, you will be actively involved in reacting to 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.

You will be allocated to a local team, however the role remains flexible 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.

The post holder will be required to complete all external and internal training programmes in conjunction with obtaining a minimum of 9 months experience before possible succession into a KSF Highway Steward role if appropriate.

Main duties and responsibilities:

- Record defects. General condition of the highway and all works orders on an electronic system.
- Ensure prompt investigation and response to complaints and queries raised by County Councillors, Borough and District Councils, Parish Councils, and other customers groups and individual customers.
- 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.

- Investigate claims made by members of the public for injuries or damage to property sustained while using the highway; and claims against third parties for damage to the highway infrastructure.
- Attend meetings with customers, councillors and other customer organizations to resolve minor highway issues.
- To undertake first and second stage enforcement of the removal of unauthorised highway obstructions and other infringements of the highway and associated legislation. Working closely with enforcement officers to deal with persistent offenders.
- Work closely with Parish Councils to highlight and resolve highway issues and discuss matters of mutual interest.
- Have an overview of overall highway activity within the designated area tracking incidents raised by all and ensure that they are resolved within the correct time and to the required standard. Working with other specialist teams to understand and impart technical information to resolve stakeholder enquiries, facilitating responses that rely on technical expertise.
- Work closely with emergency services to support incidents on the highway.
- Work with and assist highway inspectors as directed.
- Regularly liaise with other highways teams to ensure a connected approach to service delivery.
- Ensure compliance with current Health and Safety legislations and Construction and Design Management regulations.
- 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: *Trainee 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	• Good general education to GCSE or equivalent level, including passes at C grade or higher in Maths and English • City & Guilds accreditation to Street Works; or ONC/BTEC or equivalent NVQ building and civil engineering, or relevant discipline. • A Full UK driving licence
EXPERIENCE	• Proven experience in a busy, customer focused environment • Experience in the civil engineering or construction industry. • Have an understanding of relevant Highway Act and legislation.
SKILLS AND ABILITIES	• 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 • IT literate with good keyboard skills • Ability to analyse information and resolve problems • Ability to work on your own and within a team environment • Attention to detail
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

Directorate: Growth, Environment and Transport
Unit/Section: Highways, Transportation and Waste
Grade: KSF
Responsible to: District Manager

Purpose of the Job:

The purpose of this post is to be the custodian of the highway in a specific geographic area, dealing efficiently with all service requests so that the highway is safe for all users. The post holder will be the public face of Highways, Transportation and Waste (H,T&W); the point of contact for all elected Members and will need to liaise with all other parts of H,T&W to ensure that issues are responded to in a consistent and integrated way.

The post holder will be expected to assist with statutory highway inspections when conditions dictate. The post holder must be prepared to undertake work outside normal office hours in the interests of the service.

Main duties and responsibilities:

- Establish a professional relationship with all elected Members. Undertake site and parish visits within an operational area to highlight and resolve highway issues and discuss matters of mutual interest.
- Work closely with the Drainage and Soft Landscape teams to triage and resolve enquiries at the point of contact. Ensure that more complex issues are passed to the Soft Landscape or Drainage Manager.
- Inspect the highway as required, identify and record defects and the general condition of highway, assess need and urgency of repair and issue works orders all on an electronic recording system.
- Ensure prompt investigation and response to service requests, queries and complaints raised by staff and customers, whether by post, electronically or telephone, document and track in accordance with H,T&W Customer Care policies and performance indicators.
- Investigate claims made by members of the public for injuries or damage to property sustained while using the highway; and claims against third parties for damage to the highway infrastructure. Attend site meetings with members of the public to resolve minor problems. Represent the Highway Authority at any legal proceedings.
- Carry out first and second stage enforcement for the removal of unauthorised highway obstructions and other infringements of highways and associated legislation. Refer persistent offenders to the Enforcement Team.
- Impart detailed knowledge from within H,T&W to resolve stakeholder enquiries, obtain and facilitate responses that rely on technical expertise.
- Act as point of contact and trainer for elected bodies/customers by encouraging two way communication through a variety of mediums which include Member Grant, My Kent Highways Online etc.

- Receive where appropriate accreditations from the Police Reform Act 2002 to carry out community safety functions as directed by the Director of Highways, Transportation and Waste.
- Assist with statutory and other inspections on behalf of other operational teams as directed.
- Regularly liaise with Highway Inspectors, Operations Engineers and Programmed Work Engineers to ensure a connected approach to service delivery.
- Ensure compliance with Health and Safety legislation.

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 Steward*

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 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 • City & Guilds accreditation in Highway Inspection OR: ONC/OND/BTEC or equivalent NVQ • ECDL qualification • City and Guilds accreditation in Street Works (NRSWA) • A Full UK driving licence
EXPERIENCE	• Proven 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	• Demonstrable skills in managing information • Able to communicate effectively, both verbally and in writing, at all levels with internal and external stakeholders and members of the public • Excellent interpersonal skills as well as a flexible approach • Able to gain Member confidence • Ability to demonstrate attention to detail • Ability to prioritise work, using risk assessment techniques • Ability to show self-confidence and initiative when dealing with the public • Ability to deal with the public in difficult circumstances
KNOWLEDGE	• Knowledge of legislation and codes of practice as they relate to role (e.g. Highways Act, Traffic Management Act, Health & Safety, risk assessment, CDM Regulations) • Knowledge of Highway Asset Maintenance Plan • Knowledge of Highway Inspectors Manual • Knowledge of road construction and standards • Knowledge of call-out duties and winter operations
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
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