

Kent County Council

Job Description: *Highway Operations Assistant Engineer*

Directorate:	Growth, Environment and Transport
Unit/Section:	Highways, Transportation and Waste – Highways Asset Management
Grade:	KR8
Responsible to:	Signs and Lines Asset Manager

Purpose of the Job:

This is a multi-faceted role assisting and supporting the Signs and Lines Asset Manager, Vehicle Crossing Team and Highway Operation Teams. The postholder must be prepared to work flexibly between the different role responsibilities, managing their time to meet business priorities.

The postholder will be using excellent technical, management and people skills to assist the Asset Manager to deliver a commonsense approach to the provision and maintenance of traffic sign and road markings, balancing asset management principles, network condition and local needs.

You will support the delivery of an annual Capital Lining refreshment project and an all service area High-Speed Road (HSR) Maintenance Program in an efficient and cost effective way.

You will act as lead for dealing with enquiries for damaged /missing (non-illuminated) bridge height signs. Working with the Structures Team and Street Lighting Contractors to investigate, (redesign in most cases), and order replacement works.

You will be assisting the Vehicle Crossing Team to deliver a streamlined and customer focused service by assessing new customer dropped kerb applications and liaising with applicants and other stakeholders, undertaking inspections and processing the associated administration.

You will ensure an excellent customer experience of all aspects of the role that you help deliver and liaise closely with internal and external partners.

The postholder must also be prepared to provide support during extreme weather events, attending emergencies and you may be asked to work outside of normal business hours.

Main duties and responsibilities:

- 1) Assisting the Manager to deliver a commonsense approach to traffic sign and road marking maintenance, balancing asset management principles, network condition and local needs, and ensuring the development and delivery of planned works.
- 2) To help carry out the design, procurement, contract administration, site supervision and financial control of planned maintenance projects.
- 3) To undertake site investigations and surveys in relation to highway maintenance projects.
- 4) To prepare works information for highway maintenance projects including drawings, simple sign face drawings (using SignPlot software), schedules and bills of quantities as appropriate.
- 5) To organise road closures as necessary, producing Traffic Regulation Orders and diversion route plans.
- 6) To carry out site supervision of highway maintenance projects to ensure good quality in workmanship, raise defects if required and keep accurate site records and photographs. (There is an expectation to undertake some nighttime supervision on the HSR Program).
- 7) To liaise with other service departments and organisations to keep everyone updated on the progress within multiple projects.
- 8) To investigate and respond to complaints and queries raised internally and by members of the public who are reporting faults on our highway network with regards to the HSR, bridge height signs and general queries relating to Kents traffic signs and road marking provision and policy and to do so in compliance with corporate standards. Referring the complex issues or decisions to the manager.
- 9) To review Technical Approval requests as required, relating to the new provision and maintenance of the Signs and Lines asset as set out in the appropriate guidance note.
- 10) To assist in data collection to improve our knowledge of the Signs & Lines asset.
- 11) To assist in reviewing Kents policies and practices relating to the Signs and Lines asset. With a view to updating guidance documents and improving Kents asset management approach.

12) To assess new customer dropped kerb applications, liaise with applicants and other stakeholders. Inspect proposed sites, provide feedback and produce the associated paperwork.

13) To provide support in extreme weather events to the Highway Operations teams by attending emergencies reported by members of the public and raising works orders to the contractor.

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.

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Person Specification: *Highway Operations Assistant Engineer*

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 and Guilds accreditation in Streetworks: NRSWA Accreditation
EXPERIENCE AND KNOWLEDGE	Relevant experience of working in the construction or allied industry, demonstrating technical expertise across a wide range of highway assets. Working knowledge of Health & Safety, Risk Assessment and CDM Regulations. Basic knowledge of national and local highway construction standards and techniques. Basic knowledge of the national and local legislation and guidance documents relating to Signs and Lines: Such as Traffic Signs & General Directions 2016 and Traffic Signs Manuals. An understanding of Asset Management principles.
SKILLS AND ABILITIES	Ability to communicate effectively and to deal with the public in difficult circumstances. This includes the ability to write letters and to demonstrate an excellent telephone manner. Ability to travel across a wide geographical area in a timely and flexible manner. Ability to work (some) night shifts. An aptitude for the use of various computer systems. Ability to analyse information and problem solve. Ability to manage workloads and prioritise effectively. Organised with attention to detail. Self-motivated and able to influence others to achieve best results
KENT VALUES AND CULTURAL ATTRIBUTES	Kent Values: <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: Flexible/agile - willing to take (calculated) risks and want people that</p>

	<p>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> <p>(If this document is being used for recruitment purposes, examples of Behaviours which support the Kent Values will need to be demonstrated within the context of this post)</p>
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