

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

Purpose of the Job:

This is an exciting opportunity to work as a key part of the highway maintenance service within Kent County Council. As a 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.

As a Highway Steward 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.

Main duties and responsibilities:

1. Record defects, general condition of the highway and all works orders on an electronic system.
2. Ensure prompt investigation and response to complaints and queries raised by County Councillors, Borough and District Councils, Parish Councils, other customer 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.
3. 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.
4. Attend meetings with customers, councillors and other customer organisations to resolve minor highway issues.
5. 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.
6. Work closely with Parish Councils to highlight and resolve highway issues and discuss matters of mutual interest.

7. 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.
8. Act as the first point of contact for elected bodies and customers.
9. Work closely with emergency services to support incidents on the highway.
10. Work with and assist highway inspectors as directed.
11. Regularly liaise with other highways team to ensure a connected approach to service delivery.
12. Ensure compliance with current Health and Safety legislations and Construction and Design Management regulations.

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 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	<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
EXPERIENCE / KNOWLEDGE	<ul style="list-style-type: none"> • Previous experience in a busy, customer focused environment. • 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).
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. • Ability to analyse information and resolve problems. • Good teamwork skills. • Attention to detail. • The ability to travel across a wide geographical area in a timely and flexible manner at various times of the day is essential.
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