

Directorate: Growth, Environment and Transport
Unit/Section: Highways, Transportation and Waste
Grade: KR8
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.

This job description will be developed in conjunction with the post holder. It will be subject to regular review and the Council reserves the right to amend or add to the duties listed.

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 • 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)
EXPERIENCE	<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 • Experience of influencing others to gain acceptance of ideas and initiatives
SKILLS AND ABILITIES	<ul style="list-style-type: none"> • 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 • Demonstrable skills in analysing information, problem solving and conflict resolution • Good teamwork skills • Computer literate. Able to use MS Office and other typical general office packages, and also specialist software packages • Self-motivated and a positive can do approach
KNOWLEDGE	<ul style="list-style-type: none"> • Relevant 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
BEHAVIOURS AND KENT VALUES	<ul style="list-style-type: none"> • Truth and judgement - Be accountable, make a decision and stand by it. Be truthful, honest and realistic, give reasons for decisions and actions. Be aware of the political impact of your actions.

	<ul style="list-style-type: none">• Outcomes and delivery - Be clear of what has got to be achieved, keep the end goal in mind. Share knowledge of best practice, learning from things that have not worked so well. Understand the priorities and work within the agreed timescales.• Tools and professionalism - Speak and act professionally at all times, Ensure that your knowledge and skills are kept up to date. <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
--	--