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| Directorate | Growth Environment and Transport |
| Unit/Section | Highways & Transportation |
| Grade | KR6 |
| Responsible to | Highway Definition Team Leader |

Purpose of the Job:

To acquire the skills and knowledge needed to carry out Highway Definition research and respond to enquiries/information requests.

The core element of the role involves a wide variety of admin and investigation tasks to support the effective delivery of Highway Boundary and CON29 requests from external and internal customers. This includes liaising with members of the public and internal staff, using GIS software to provide quotes and investigate Highway Boundary and CON29 enquiries, managing enquiries, comments, complaints and complements to facilitate excellent customer service provision.

As part of their role, the post holder will be required to complete a structured training programme. On successful completion of this programme including all KCC and external training, in conjunction with obtaining a minimum of 12 months' experience, the post holder will be considered for progression to a KR7 Highway Definition Officer role.

Main Duties and Responsibilities:

- Support the delivery of the Highway Definition service by taking responsibility for dealing with individual customers.
Respond promptly to enquiries and ensure customer response standards and performance indicators are met in terms of time and quality. Communicate confidently with customers by letter, email or telephone as required.
- To learn to support the Highway Definition Team in resolving customer enquiries relating to any aspect of Highway Definition, CON29 and Stopping Up Orders using spatial data, legal documentation and historic records to resolve issues using internal and external communications as appropriate.
- Escalate only complex issues to the Senior Highway Definition Officer or Highway Definition Team Leader. Support the Highway Definition Team through ensuring CSM's are kept fully up to date with appropriate commitments set and ensure that quality and timescale standards are met for all customer enquiries received directly by the team or VIP enquiries assigned by the Business Team.
- Assist the Highway Definition Team through ensuring that the correct fees are issued to external customers and that costs are recovered as appropriate for information supplied.
- Assist in the collection and collation of relevant statistics and records for the team to assist with the provision of information to other parts of KCC/H&T, and to support internal and external funding bids.
- Assist in the collection and management of Key Performance Indicators and information whilst identifying and recommending potential improvements to team procedures.
- Learn the use of specialist software and manual systems to assist in researching, updating and retrieving data to provide accurate and reliable information to external and internal customers.
- Assist in the providing the Gazetteer team with system support and ensure a consistent record of the highway asset records.

Kent County Council

Person Specification: Trainee Highway Definition 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 |
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| QUALIFICATIONS | <ul style="list-style-type: none"> Good general education to GCSE or equivalent level, including passes at grade C/4 or higher in Maths and English. |
| EXPERIENCE | <ul style="list-style-type: none"> Experience in the use of relevant computer applications including MS Office. Proven experience of working in a customer service environment. Experience of working individually as well as part of team. |
| SKILLS AND ABILITIES | <ul style="list-style-type: none"> Able to communicate effectively and manage customer expectations, both verbally and in writing with internal and external customers. Able to deal with members of the public in difficult circumstances. Computer literate. Excellent IT skills, demonstrating proficiency with MS Office and the ability to learn new computer systems. Ability to work to deadlines, under pressure and to prioritise work, using risk assessment techniques. Excellent team working skills. Demonstrable skills in analysing information and problem solving. Ability to demonstrate attention to detail and to manage time effectively. |
| KNOWLEDGE | <ul style="list-style-type: none"> Awareness or knowledge of local government responsibilities and structure. |
| KENT VALUES AND CULTURAL ATTRIBUTES | <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 <p>Our values enable us to build a culture that is:</p> <p>Flexible/agile - willing to take (calculated) risks and want people that 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> |