

A Day in the Life of the Priority Response Officer (PRO) & Vehicle Crossover (VC) Teams

Our Mission: To deliver great customer service to members of the public, our contractors, local councillors and our highway colleagues.

Our Story: We are West Kent Highway Operations. We work for Kent County Council as part of the Highways, Transportation & Waste department. The PRO & VC Teams form a small part of the business admin support for Highway Operations.

Go to the Kent County Council website links below to read up on some of the services we offer our customers:

<https://www.kent.gov.uk/roads-and-travel/highway-permits-and-licences/apply-for-a-dropped-kerb>

<https://www.kent.gov.uk/roads-and-travel/report-a-problem>

- Our Teams:**
- We are two teams with a total of 9 (including the apprentice).
 - The teams work independently of each other and deliver first line services for customers.
 - The PRO Team also deliver a project called Pothole Blitz across the County. This involves a variety of tasks associated with delivering a highway service.
 - The teams provide admin support for colleagues in other areas to deliver a high-quality customer service.
- How We Work:**
- Dedicated time in working hours to study for diploma and training.
 - Training is a mixture of KCC specific and highways specialist courses.
 - We currently work between home and the Aylesford Depot on specific days (using Kent County Council equipment).
 - The PRO Team work core hours of 9am - 5pm in a 37 hour week to deliver an emergency service, dispatching highways staff to a site requiring attendance urgently.
 - The majority of the VC teams work comes in via the post to our Aylesford Highway Depot and is logged and processed every morning.

A Typical Day:

9:00am	VC Team - Opening post received at our Aylesford Depot, logging customer enquiries on our database system, scanning in paper documents.
10.00am	VC Team - Logging all the cheque payments received.
11.00am	VC Team - Respond to customers by email or phone call regarding their enquiry or send out letters to customers.

12noon – 1pm	PRO Team – Monitor the list of all incoming enquiries (via a dashboard) which have been logged by customers and our Contact Centre. Check the information is accurate and can be passed to a highways officer for inspection. If the nature of the enquiry is not dealt with by KCC then passing the information to relevant external parties and contacting back the customer.
1pm – 2pm	Lunchtime
2pm – 3pm	PRO Team – Once trained - Take incoming phone calls to the dedicated team tel nos. Calls come in from our highway officers and our Contact Centre. Raise emergency tasks on behalf of our highway officers and pass them onto our contractors to carry out.
3pm – 4pm	Monitor the list of incoming VC tasks to do (via a dashboard). Investigate then ring back any customers who've requested a call back.
4pm – 5pm	Review and reflect on day's work, what worked well and what didn't? Give feedback to Line Manager and discuss ongoing training, update all notes.

Your apprenticeship:

Undertake - training (i.e. Business Admin qualification)

As an apprentice, your role will be to help support and work with the Highway Operations Team to deliver great customer service to our paying customers.

Please see the job advert and job description for information regarding the apprentice duties.

