

Kent County Council

Job Description: *Scheme Support Officer*

Directorate:	Growth, Environment and Transport
Unit/Section:	Highways & Transportation - Highways Team
Grade:	KR7
Responsible to:	Road and Footway Asset Team Leader

Purpose of the Job:

The core element of the role involves the production of construction plans and drawings using appropriate AutoCAD LT software.

These drawings will be predominantly for the Highway Asset Management and Inspection Team and will include, but not confined to, basic construction drawings, extents plans for works, diversion drawings for road closures including signing schedules and traffic management drawings. .

The role will also involve developing the skills and knowledge needed to carry out a wide variety of administrative tasks to support the effective delivery of a multi-million pound programme of planned capital works.

To acquire the knowledge and skills needed to provide support to the Highway Asset Management and Inspections Team in the design and management of road and footway renewal/preservation schemes.

Main duties and responsibilities:

- To support the team in delivering highway maintenance schemes, primarily by preparing drawings efficiently, professionally, quickly and to standard so that we meet our contractual and risk assessment obligations.
- To liaise with the Senior Scheme Support Engineer and the other Scheme Support Officers to ensure timely delivery of drawings required.
- To liaise with Road and Footway Asset Engineers and Pavement Asset Engineers in the preparation of scheme drawings, to ensure appropriate quality and accuracy is achieved prior to issue.
- To support engineers in liaising with the Streetworks team for the planning of road closures, to minimise disruption to highway users.
- To support the team in ensuring that all corporate customer service standards are met, including assisting in responding to complaints and queries raised internally and by members of the public.
- To learn administration processes to provide cover to the Technical Support Officers within the Highways Asset Management and Inspections team, as the post holder will be required to do this from time to time, including providing leave cover, to ensure that the team's critical administrative functions continue.

- Using technical and people skills, to assist the team to deliver a common-sense approach to road and footway maintenance, balancing asset management principles, network condition and local needs.
- You will be required to provide assistance to other teams within the GET directorate, or any other part of KCC, from time to time as and when your skills and knowledge are required for particular projects and initiatives.

Footnote: This job description is provided to assist the job holder to know what their 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: *Scheme Support 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
QUALIFICATIONS	<ul style="list-style-type: none"> • Education including GCSE passes in Mathematics and English at grade C or equivalent qualification • A Full UK Driving Licence – The Council is committed to making reasonable adjustments so whilst this job requires the jobholder to drive your application will still be considered if you are unable to drive due to a disability
EXPERIENCE	<ul style="list-style-type: none"> • Proficient in the use of AutoCAD LT or similar • Experienced in the use of relevant computer applications including Microsoft Office applications • Experience of working both individually and as part of team • Some experience of working in a customer service environment
SKILLS AND ABILITIES	<ul style="list-style-type: none"> • Ability to communicate effectively both verbally and in writing with internal and external customers, and to manage customer expectations • Excellent IT skills, including the ability to demonstrate proficiency in the use of Microsoft Office and the ability to learn new computer systems • Ability to work to deadlines and under pressure, and to prioritise work • Excellent team working skills • Demonstrable skills in analysing information and problem solving • Ability to demonstrate attention to detail • Ability to plan and to manage time effectively • Ability to read maps/overhead plans for navigation purposes, with an understanding of co-ordinate systems and compass points • Self-motivated and able to influence others to achieve best results
KNOWLEDGE	<ul style="list-style-type: none"> • Knowledge of AutoCAD use
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

Our values enable us to build a culture that is:

Flexible/agile - willing to take (calculated) risks and want people that are flexible and agile

Curious - constantly learning and evolving

Compassionate and Inclusive - compassionate, understanding and respectful to all

Working Together - building and delivering for the best interests of Kent

Empowering - Our people take accountability for their decisions and actions

Externally Focused - Residents, families and communities at the heart of decision making