

## Kent County Council

### Job Description: *Priority Response Officer*

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<b>Directorate:</b>	<b>Growth, Environment and Transport</b>
<b>Unit/Section:</b>	<b>HT and W</b>
<b>Grade:</b>	<b>KR7</b>
<b>Responsible to:</b>	<b>HMC Team Leader</b>

#### **Purpose of the Job:**

The post is within a small team acting as the initial point of contact for responding to enquiries relating to highway defects and incidents, also providing a response to emergency incidents by organising the deployment of Highway Stewards. To improve the quality of incoming enquiries to Highway Operations by liaising with customers and using the appropriate tools to obtain additional information to assess them efficiently.

The post holder must be prepared to undertake work outside normal office hours in the interests of the service, such as during an emergency.

The post will also give support to the Technical Support Officer for Highway Operations and the Highway Manager for Mid Kent. This will entail a number of different administration support duties.

#### **Main duties and responsibilities:**

1. To act as the initial point of contact with the Highways Management Centre (HMC).
2. Assist in the efficient operation of the HMC.
3. Liaise with customers to obtain more accurate information to manage and improve the service, ensuring that customers receive a timely, efficient and appropriate response to their query.
4. Identifying where Highway enquiries require safety intervention. Obtain engineering or other specialized input if required through communication with internal and external stakeholders.
5. To communicate effectively with Highway Stewards, Engineers, District Managers and Network Response Officers, keeping them updated of local issues.
6. To assess reports from the Contact Point for accuracy. Review and where necessary amend priority allocated by Contact Point, in accordance with Highway Inspectors Manual. Allocate work direct or refer to Highway Stewards where further investigation is required.
7. Ensure that information systems and records are effectively maintained after each contact to ensure that up-to-date and accurate information can be referenced during future contacts.
8. Manage incidents across the team area in severe weather conditions and liaise across Highway & Transportation and other partners to ensure effective and controlled management of incidents in accordance with our policies.
9. Work closely with Network Response Officers in the event of incident management.

10. Collect and collate relevant information where work may be recharged to a third party in conjunction with other officers. If identified, initiate the procedure to recover costs from the third party.
11. Liaise and give support to the Technical Support Officers for Highway Operations. This will entail a number of different administration support duties including assigning post and raising financial orders using KCC business systems.
12. Various duties assigned by the Highway Manager for Mid Kent to give support to the business needs

Footnote: This job description is provided to assist the job holder to know what the main duties are. It may be amended from time to time without change to the level of responsibility appropriate to the grade of post.

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.

	<b>CRITERIA</b>
<b>QUALIFICATIONS</b>	Good secondary education qualifications including GCSE English, Maths and IT or equivalent. NVQ Level 3 (or equivalent) in relevant
<b>EXPERIENCE</b>	Experience within customer care environment. Working under pressure and to tight deadlines. Experience of communicating effectively, both verbally and in writing, at all levels with internal and external stakeholders and members of the public.
<b>SKILLS AND ABILITIES</b>	IT literate - proficient in the use of Microsoft packages, outlook and internet. Able to demonstrate an ability to prioritise workloads. Able to demonstrate attention to detail and decision-making skills. Good interpersonal skills - Ability to demonstrate a professional but empathetic approach to Customer Relations. Resilient and assertive to deal with challenge and confrontation. Demonstrate an ability to work well within a team.
<b>KNOWLEDGE</b>	Awareness of highways legislation and codes of practice Awareness of health and safety regulations.
<b>BEHAVIOURS AND KENT VALUES</b>	Have a 'can do' attitude and be positive to new ideas. Understand priorities and deliver tasks within agreed timescales. Be customer-focused and understand the importance of communication being open, asking questions, listen to answers, act and feedback. Be able to find positive solutions and take the initiative to suggest new ideas to achieve the end goal. Welcome change and embrace new challenges. <ul style="list-style-type: none"> <li>• <b>We are brave. We do the right thing, we accept and offer challenge</b></li> <li>• <b>We are curious to innovate and improve</b></li> <li>• <b>We are compassionate, understanding and respectful to all</b></li> <li>• <b>We are strong together by sharing knowledge</b></li> <li>• <b>We are all responsible for the difference we make</b></li> </ul>