

Directorate:	Growth, Environment & Transport
Unit/Section:	Drainage Asset Management
Current Grade:	KR7
Responsible to:	Drainage Asset Maintenance Team Leader
Location:	Ashford

Purpose of the Job:

To assess, investigate, make decisions and respond to customers for enquiries and incidents relating to Drainage and Structure's Assets. Coordinating emergency response to flooding incidents and safety critical structures defects by determining and organising the deployment of appropriate resource. Ensure services are delivered to the appropriate standards.

Main duties and responsibilities:

1. Be the first point of contact within the team for the Contact Centre, individual customers, HT&W staff and other stakeholders including Members and Parish Councils.
2. Assess enquiries for accuracy, review the information provided and where necessary undertake detailed investigation needed to respond to complex enquiries that rely on technical expertise in accordance with the Drainage Operating Manual.
3. Respond promptly to enquiries and ensure customer response standards and performance indicators are met in terms of time and quality. Communicate with customers by letter, email or telephone as required.
4. Allocate maintenance work instructions direct to the contractor via Confirm WAMS and where appropriate carry out audits and ensure compliance with Construction and Design Management regulations and follow Safety at Streetworks and Roadworks Code of Practice.
5. Refer enquiries to Highway Stewards and Engineers, ensuring sufficient information is provided to enable further investigation or engineering work as required.
6. Identify and manage reports relating to highway flooding and structures "emergencies" including determining the deployment of appropriate response and liaising with relevant partners within HT&W and external organisations such as Southern Water to ensure effective and controlled management of flooding incidents.
7. Work closely with the Drainage Engineers, Highway Stewards and Priority Response Officers to ensure a streamlined approach to the service to meet customer service standards.

8. Ensure that recharge opportunities are fully investigated and information provided to the Recharges Team where applicable.
9. Update enquiries, works orders and asset information in the relevant modules of the Confirm WAMS system
10. Collect and collate relevant records and statistics for works recharges, responses to claims and internal funding bids.
11. Assist in the preparation of work packages, programming of work and applications for work permits via the KCC Permit and Kent Lane Rental schemes. Use specialist software to provide drawings and statistical information at the request of other team members.
12. Assist in the collection and management of key performance indicators and information that can be used to improve any part of the service.
13. Undertake supplementary administrative and technical tasks as and when required, to support other team members and the team leader.
14. The post holder must be prepared to undertake work outside normal office hours in the interests of the service, such as during an emergency.
15. 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

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: Drainage & Structures Technician

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"> • Educated to NVQ level 2 or equivalent • GSCE level C in English
EXPERIENCE	<ul style="list-style-type: none"> • Experience of providing good customer care, particularly in dealing with customer complaints • Experience of regular multi-tasking and dealing with non-routine activities as well as advanced technical and/or practical skills with regard to using a wide range of office equipment and information systems in an administrative environment • Relevant technical experience of working in a local government or highways environment • Relevant knowledge of legislation and codes of practice
SKILLS AND ABILITIES	<ul style="list-style-type: none"> • Ability to work within a team as well as on own initiative • An ability to work to deadlines and under pressure • Excellent level of computer skills including the ability to use Microsoft Office including Word, Excel, PowerPoint, Outlook, the use of electronic diary management and minute taking • Well organised and efficient with an attention to detail • Excellent written communication skills are particularly important, as are accuracy, common sense and enthusiasm • Excellent customer care and teamwork skills • Ability to use and interpret spatial data (maps and drawings) • Able to communicate effectively, both verbally and in writing, at all levels with internal and external stakeholders and members of the public. • Ability to deal with public in difficult circumstances • Demonstrable skills in managing information and communicating with others
KNOWLEDGE	<ul style="list-style-type: none"> • Customer care • CDM 2015 to a basic standard • NRSWA Chapter 8 to a basic standard

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>
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