

Kent County Council

Job Description: *Highways Enforcement Officer*

Directorate:	Growth, Environment and Transport
Unit/Section:	Highways, Transportation and Waste
Location:	Ashford or Aylesford Highways Depot
Grade:	KR8
Responsible to:	District Manager

Purpose of the Job:

Working across a specific geographical area to support Highway Operation's teams in the management of more challenging enforcement cases/issues and ensure a consistency of enforcement approach across other routine highway enforcement throughout Kent to ensure that the highway is available and safe for all users.

Main duties and responsibilities:

1. Investigate complaints relating to highway infringements and take or recommend appropriate action to seek a resolution in accordance with the Council's policies.
2. Investigate, gather relevant evidence, including statement taking, to substantiate a charge, or recovery of debts for costs incurred under the appropriate Acts. Prepare files to the satisfaction of the County Solicitor, taking advice at appropriate stages, to secure successful prosecutions in the Magistrates Court or debt recovery in the County Court.
3. Maintain knowledge of highway law to ensure that advice to staff and customers remains current, appropriate and accurate
4. Work closely with other parts of HT&W (e.g. highway inspectors, stewards and streetworks teams) to prepare, and serve statutory notices under relevant legislation such as Highways Act 1980, New Roads and Street Works Act 1991 and Traffic Management Act 2004
5. Co-operate with other enforcement bodies (e.g. community wardens, parking attendants, trading standards officers) to achieve these duties
6. Ensure prompt investigation and response to requests, queries and complaints raised by staff and customers, whether by post, electronically or telephone, document and track in accordance with H,T&W Customer Care policies and performance indicators.
7. Impart detailed knowledge from within H,T&W to resolve stakeholder enquiries, obtain and facilitate responses that rely on technical expertise.
8. 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 will be developed in conjunction with the post holder. It will be subject to regular review and the Council reserves the right to amend or add to the duties listed.

Footnote: 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.

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Person Specification: *Highways Enforcement 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.

QUALIFICATIONS (if essential)	<ul style="list-style-type: none"> • Good general education to GCSE or equivalent level, including passes at C grade or higher in Maths and English • A Level / NVQ 3 in Administration or Customer Care or equivalent • City and Guilds accreditation in Street Works (NRSWA)
EXPERIENCE	<ul style="list-style-type: none"> • Relevant experience in the construction or allied industry, demonstrating technical expertise across a wide range of highway assets and at various times of the year • Experience of influencing others to gain acceptance of ideas and initiatives
SKILLS AND ABILITIES	<ul style="list-style-type: none"> • Demonstrable skills in managing information, problem solving and conflict resolution • Able to communicate effectively, both verbally and in writing, at all levels with internal and external stakeholders and members of the public • Ability to prioritise work, using risk assessment techniques showing attention to detail • Ability to show self-confidence and initiative when dealing with the public and ability to deal with the public in difficult circumstances • Computer literate. Able to use MS Office and other typical general office packages, and also specialist software packages • The post holder must be prepared to undertake work outside normal office hours in the interests of the service. • Assist with other highways duties as conditions dictate. • The ability to travel across a wide geographical area in a timely and flexible manner at various times of the day is essential.
KNOWLEDGE	<ul style="list-style-type: none"> • Relevant knowledge of legislation and codes of practice as they relate to role (e.g. Highways Act, Traffic Management Act, Health & Safety, risk assessment, CDM Regulations) • Awareness of Highway Asset Maintenance Plan • Knowledge of Highway Inspectors Manual • Awareness of road construction and standards
BEHAVIOURS AND KENT VALUES	<p>Kent Values:</p> <p>Open</p> <ul style="list-style-type: none"> • Act with integrity, honesty and transparency • Demonstrate healthy attitude to risk • Welcome and expect change and evolving technology • Work in new ways

	<ul style="list-style-type: none"> • Be willing to learn • Work as a whole council • Treat people fairly and with respect <p>Invite contribution and challenge</p> <ul style="list-style-type: none"> • Work collaboratively to find new solutions • Innovate • Put the interests and wellbeing of customers first • Be open to challenge • Actively encourage and expect contribution <p>Accountable</p> <ul style="list-style-type: none"> • Do more for yourself • Take personal and professional responsibility for your actions and performance • Deliver at pace • Look for ways to save money • Look for commercial opportunities • Focused on outcomes
Office Transformation Worker Definition: Fixed Office Worker but working across area and in satellite depots	