

Kent County Council

Job Description: PROW Officer – Maintenance, Protection and Community Delivery

Directorate: Growth, Environment and Transport

Division: Customer Services

Grade: KR 7–10 PROW and Access Career Grade

Responsible to: Area PROW & Access Manager

Purpose of the job

Ensure the protection and maintenance of Public Rights of Way by undertaking the daily operational Public Rights of Way work and the community focussed projects in line with stated priorities and the Countryside Access Improvement Plan.

Main duties and responsibilities

The following accountabilities are generic to all Public Rights of Way Officers. Work and projects will vary in complexity and knowledge and skills required, and will be allocated to officers throughout the career grade as appropriate.

1. Achieve, through negotiation, the resolution of conflicting and often complex legal issues to ensure that the needs and the rights of users and landowners are met and that expense and legal challenge to the Authority is minimised.
2. Prepare reports in a prescribed format for Public Inquiries, Hearings, Magistrates' Court and Crown Court. Prepare own witness statements as necessary and attend when necessary, ensuring the public's and Authority's needs are met.
3. Manage a heavy and diverse workload, following all statutory, professional and service policy and procedures and work practices to ensure services are provided in a effective and efficient manner to the public. Ensure services represent value for money and are delivered on time and within budget
4. Maintain an accurate up to date and comprehensive knowledge of Public Rights of Way and Open Access legislation, interpret that legislation, respond to enquiries and provide advice, ensuring is not open to legal challenge, ensuring good relationships are maintained and KCC's best interests are served.
5. Carry out site visits and investigate/follow up enquiries and complaints from the public, ranging from complex legal issues to day to day management issues.

6. Contribute to the development of PROW and Access, especially through the Countryside Access Improvement Plan (CAIP), in identifying and developing improvements and changes to the Definitive Map. Interact with all sectors of "the public" to ascertain needs and demands with regard to improving and developing countryside access, utilising a variety of promotional, marketing and research techniques.
7. Attend and actively participate in local consultation meetings with stakeholders and pressure groups and develop and maintain links with such groups (User groups, landowners, CLA, NFU, local councils etc). Where appropriate, and at the direction of the Area Manager, represent the County Council on relevant steering groups to ensure the County's interest are maintained.

Maintenance, protection and community delivery

1. Handle queries and complaints from the public, landowners or other interested bodies in relation to network management and respond either in writing, by telephone or in person ensuring that good relations are maintained and that the County's best interests are served.
2. Investigate reports of obstruction and nuisance through to prosecution if necessary in line with the established protocol, procedure and priorities; where necessary liaising with other organisations.
3. Develop and maintain good working relationship with volunteer groups, Parish Councils, landowners, users groups and interested parties in order to ensure that the network is open and freely available for public use.
4. Liaise with other County Officers in respect of project work undertaken to ensure that all aspects of the work are fully co-ordinated both within the Public Rights of Way network and within the County services as a whole.
5. Assist and supervise where appropriate the training, co-ordination and direction of volunteer wardens to ensure work is carried out appropriately and that the interest of the County are maintained.
6. Develop and organise the delivery of programmes of work in response to local priorities, where possible securing additional resource for the delivery of these programmes.
7. Provide regular updated information about works carried out and maintenance needs through inspection and consultation to ensure safety is maintained and assist in the formulation of future maintenance programmes.
8. Respond to planning consultations where PROW and access land may be adversely affected or where the development has the potential to deliver improvements to the PROW network.

9. Commit expenditure for projects and be responsible for budget monitoring and audit factors where necessary.

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Person Specification: PROW Officer - Maintenance, Protection and Community Delivery

The following outlines the minimum criteria for this post at KR7 grade. Progression through the career grade (See PROW and Access career grade) is dependent upon:

1. Achievement of relevant qualifications, an assessment of the individual's work and ability to undertake the responsibilities of the higher grade.
2. A business requirement for work to be undertaken at a higher level and the availability of a position at that higher level.

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	Educated to A' level standard or competent to NVQ level 3, BTEC level 3, HNC or equivalent in a relevant discipline. Associate Membership of the Institute of PROW Officers (IPROW)
EXPERIENCE	Experience in Public Rights of Way, access work, contract management and knowledge of relevant legislation. Proven experience of dealing with customers and adjusting delivery in line with their needs. Experience in delivering small projects to specification, time and budget. Experience of enabling and guiding volunteers.
SKILLS AND ABILITIES	Must have excellent interpersonal and communication skills along with tact and diplomacy. Must be able to understand the needs of customers and align service delivery to those needs. Able to work under pressure. Must be able to think creatively and apply learning to a range of complex issues to bring about positive outcomes Must work co-operatively with others as part of a team as well as being a good self-motivator who is able to work unsupervised at times. Able to work outside as well as in, in all weathers alone. Must be able to walk several miles regularly and undertake some practical work.

	<p>Must be able to demonstrate good organisation skills and display a level of personal resourcefulness in taking responsibility for actions, which improve the PROW service.</p> <p>Must be able to travel to a number of locations within the county at short notice.</p> <p>Practical experience of off road vehicle driving. IT skills including Word, Excel, Access and knowledge of practical use in Microsoft applications along with some knowledge of Geographic Information Systems and Global Positioning Systems essential.</p> <p>A willingness to undertake training</p> <p>Actively promotes an inclusive culture of equal opportunity and access for all.</p>
KNOWLEDGE	<p>Can demonstrate a basic understanding of the constraints that may exist on sites and the processes necessary to secure consents.</p> <p>Can demonstrate awareness of national legislation and sources of guidance relating to the delivery of PROW and access.</p> <p>Can demonstrate awareness of national and regional organisations.</p> <p>Understands and is able to complete health & safety and risk assessment in respect of work programmes.</p>
BEHAVIOURS AND KENT VALUES	<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