

## Public Rights of Way & Access Career Grade

The PROW career grade covers grades KR7, KR8, KR9 and KR10 of the Kent Scheme Conditions of Service.

Progression through the 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.**

Any progression will be on the recommendation of the line manager and will be subject to moderation by the PROW and Access Management Team and the endorsement of the Group Head. The purpose of moderation is to ensure that Officers across the service are treated equally and that professional standards are maintained.

Progression through the career grade will be assessed on five criteria:

- Behaviour
- Knowledge
- Skills
- Experience
- Performance

The principles of assessment for all five criteria are the same:

- The onus is on the individual officer to demonstrate their competence in support of their bid for progression.
- It is for officers to produce evidence showing they meet all the criteria.
- It is for the line manager to be satisfied the evidence supports the claim and the criteria have been met.
- The PROW and Access Management Team and the Group Head – Regulatory Services will ensure consistent standards.

The five criteria will be assessed by the following methods:

### **Behaviour**

Officers will be assessed according to criteria explained in the 'Dictionary for Behaviours' under Ways 2 Success

### **Knowledge**

Knowledge will be gained through a variety of learning methods ranging from in-house training days, external training, planned reading, recognised qualifications up to the MSc in 'PROW and Access Management' and the Institutes' (IPROW) Continuing Professional Development (CPD) Programme.

## **Skills**

Officers will need to produce evidence that they have developed the skills required to carry out tasks to the required standard and that they are consistently applied:

There are three basic levels:

Level 1 Watching/shadowing and learning

Level 2 carrying out the work with/under the supervision of line manager

Level 3 undertaking the work without close supervision

## **Experience**

This is based on the length of time in PROW management at the relevant level, a willingness to gain a thorough understanding of the breadth of work undertaken within the team and displaying the required levels of competency in behaviour, knowledge, skills and performance.

## **Performance**

Performance will be measured by managers as part of the appraisal process. Performance targets set by managers must be;

**S**pecific

**M**easurable

**A**chievable

**R**ealistic

**T**ime Specific

## **Guide to Job Profile Levels for each grade-**

### **□ GRADE KR7 (Trainee Rights of Way Officer)**

#### **Problem Solving, Accountability and Applied skills/ Knowledge**

The postholder will resolve basic problems/issues directly where there is straight forward interpretation and application of policy. More complicated policy, technical and legal questions (which may put the authority at risk) will be referred to more senior colleagues for support. They will display an increasing willingness to reach decisions, for which they will continue to seek confirmation. Supervision of contractors and volunteers is expected. The post holder will seek to broaden their technical knowledge and manage more complex projects.

#### **Applied Examples:**

Advice and direction is readily available, with this support the postholder will;

- Process and reply to correspondence. Seek support/confirmation from supervisor before providing more technical and complex legal advice which may put the authority at risk. For example stile/gate legality/authorisation.
- Prioritise their workload and progress their cases effectively.
- Manage their time and travel effectively to ensure efficient use of resources, especially staff and financial.

- Research and interpret policy and gain a basic knowledge of PROW and/or Commons and Village Greens legislation.
- Using basic knowledge provide information and advice to landowners, members of the public etc directly. Seek support/confirmation from supervisor before providing more technical and complex legal advice which may put the authority at risk. For example stile/gate legality/authorisation
- Liaise with contractors and volunteers on site.
- Monitor and keep records of expenditure.
- Carry out presentations to promote the service and the authority.
- Negotiate improvements to the network, for example replacement of stiles with a gap/gate
- Monitor and respond to basic planning applications. Seek support/confirmation from supervisor before providing more technical and complex legal advice which may put the authority at risk. For example amendments to the network and large scale development.

### **Likely Profile**

- NVQ 3 or equivalent
- Adaptable and readily adapt to new technology.
- Well developed communication skills.
- New to Public Rights of Way & Access work

### **□ GRADE KR8 (Public Rights of Way Officer)**

### **Problem Solving, Accountability and Applied skills/ Knowledge**

The postholder will be responsible for making decisions regarding the design and implementation of projects and work programmes, usually from within a range of known solutions.

The postholder will be required to use their professional knowledge and skills in the course of their work. They will display a willingness to make decisions with the minimum of supervision. More complicated policy, technical and legal questions (which may put the authority at risk) can be referred to a supervisor for confirmation before action is taken.

The post holder will have a full understanding of the context and impact of their decisions and actions. They will seek to broaden their technical and legal knowledge and manage more complex projects.

They will have knowledge of wider KCC operations outside of immediate work area.

### **Applied Examples:**

For more complicated issues a higher level of advice and direction is available. In addition to working to a competent level and to the example levels given for KS7 (above) the postholder will;

- Process and reply to correspondence directly giving legal and policy advice usually without the need for prior referral to a supervisor. For example Traffic Regulation Order processing and authorisation. More technical and complex legal advice, which may need interpretation and/or a decision, for example, based upon a 'balance of evidence', can be given directly or referred to a supervisor first. For example decision when to initiate enforcement action.
- Prioritise and arrange their own work and work independently with the minimum of direction. Log new issues, update and run reports within CAMS to help identify priorities and work programs. Average output will be greater than at trainee level.
- Have a good knowledge of PROW and/or Commons and Village Greens legislation, case law and KCC policy. Will interpret and apply this knowledge. May provide advice to other team members.
- Draw up specifications and co-ordinate contracts and supervise the work of others, mainly contractors and volunteers, on specified work programmes.
- Commit expenditure and monitor budgets to ensure efficient use of resources. Project need and identify and refer budget pressures to supervisor.
- Undertake a 'specialist role' to lead and provide advice on that subject matter for the team as a whole, for example Health and Safety, Diversity and Equality, Information Governance.
- Seek to enhance network through negotiating improvements and working with partners (e.g. KHT, planning officers, District Councils). Make recommendations for enhancements. For example surface improvements.
- Monitor and respond to all planning applications, including large scale developments. Support from a supervisor is available but usually not required at this level. Respond to strategic consultations such as Local Development Frameworks.

### **Likely Profile**

- Relevant HND/Degree or equivalent
- Relevant experience
- Associate membership of IPROW, working towards Full Membership .
- Able to readily adapt to new technology.

### **□ GRADE KR9 (Public Rights of Way Officer)**

#### **Problem Solving, Accountability and Applied skills/ Knowledge**

The postholder will be operating at a professional level responsible for making decisions regarding the design and implementation of projects and work programmes.

The postholder will be required to use their professional knowledge and skills in the course of their work. They will apply law, policy and procedure to reach

complex decisions on a regular basis. Referral to a supervisor is not usually needed for such decisions. However programmed supervision, where work will be reported on (e.g. project updates), is available (e.g. monthly 1:2:1's). The post holder will have a full understanding of the context and impact of their decisions and actions and will minimise any adverse effect on KCC through making the right decisions.

They will have a good knowledge of KCC operations across the whole authority.

### **Applied Examples:**

Complex decisions will be taken directly. Supervision is available less frequently through regular programmed sessions (1:2:1's). In addition to working to a competent level and to the example levels given for KS8 (above) the postholder will;

- Process and reply to all correspondence directly giving legal and policy advice without the need for prior referral to a supervisor.
- There is a high degree of freedom to prioritise and arrange own work. Have extensive experience of using CAMS, support other team members in its use and contribute to ongoing development of system.
- Have extensive experience based knowledge of PROW and/or Commons and Village Greens legislation, case law and KCC policy. Will interpret and apply this knowledge. Will support and provide advice to other team members.
- Seek to enhance network through longer term planning and developing networks with key partners both within and outside of the organisation. Be successful in reaching agreement to improve the network and service. Contribute to projects, make presentations and be involved in meetings, often with more senior officers and/or members. (E.g. Other KCC departments, Members, Environment Agency, NHS).
- Be experienced in the use of KCC financial systems for budget monitoring purposes and support/ advise other team members. Ensure expenditure comes in on budget.
- Undertake a 'specialist role' to lead and provide advice on that subject matter for the team as a whole. Role more likely to be a key area of legislation and/or where authority is at greater risk (e.g. Highway Act, CROW Act NERC Act)
- Continually seek to improve the Countryside Access Service and deliver the Customer Services Strategy, through longer term planning and identifying and recommending improvements.

### **Likely Profile**

- Relevant HND/Degree, NVQ4 or equivalent.

- Full membership of IPROW.
- Extensive experience operating at a suitable level.
- Well motivated and effective organiser able to work on time and to quality related targets.
- Intellectually capable of dealing with a range of complex issues at any one time.
- Excellent communication skills are essential.
- Able to readily adapt to new technology.

□ **GRADE KR10 (Senior Rights of Way Officer)**

**Problem Solving, Accountability and Applied skills/ Knowledge**

The postholder will have the ability to recognise and understand political and external factors and pressures on service delivery, and the wider issues facing the directorate and authority as a whole. The postholder will also have a thorough understanding of the political context and how it affects decision-making. The post holder will have a full understanding of the context and impact of their decisions and actions and will minimise any adverse effect on KCC. The postholder will also deal with such pressures in a positive, professional manner and display the ability to readily adapt to change.

The postholder will be required to use their professional knowledge and skills in the course of their work. They will apply law, policy and procedure to reach complex decisions on a regular basis. They will often contribute and sometimes lead on developing the service and changing existing policy and practice. Supervision is more remote, they will report on work and progress to both immediate manager and other senior managers and partners.

This is a senior position. The postholder will usually have direct line management / supervisory responsibility, and may be expert in a specific field, providing professional leadership. They will regularly support, train and provide advice to other officers across the whole service.

**Applied Examples:**

Complex decisions will be taken directly. Supervision is more remote. In addition to working to a competent level and to the example levels given for KS9 (above) this grade will have its own defined accountabilities. The postholder will;

- Oversee and manage more complex or politically sensitive queries and complaints from the public, landowners or other interested bodies in relation to PROW and/or Commons and Village Greens respond directly ensuring that good relations are maintained and that the County's best interests are served. For example long term enforcement issues where legal proceedings are being taken, complaints from persistent complainants and those within the media.

- Maximise income opportunities. Monitor expenditure for major projects and manage other budgets where necessary.
- Lead and manage a range of major projects across the Countryside Access Service, for example programmes of LTP improvements, service delivery improvements, CAMS improvements, planning public inquiries.
- Contribute, through leading on specialist issues, to ongoing policy, business planning and best practice. For example through best practice forum, developing new partnerships outside the organisation (beyond the obvious) (e.g. RPA).
- Manage and develop project staff, technical support staff, student placements and others as required. For example capital asset post, volunteer placements.
- Maintain extensive professional knowledge of Public Rights of Way legislation and case law, providing interpretive advice to area team, senior managers and Members
- Deputise for the Area Manager and other senior officers when necessary.

### **Likely Profile**

- Relevant HND/Degree, NVQ4 or equivalent.
- Full membership of IPROW.
- Kent Manager
- Proven track record operating at a suitable level.
- Good organisational and entrepreneurial skills
- Able to work creatively and apply learning to a range of complex issues.
- Excellent interpersonal, communication and influencing skills.
- Able to readily adapt to and apply new technology.