

Kent County Council

Job Description: PROW Officer – Rights of Way Improvement Plan (ROWIP) Projects and Programme Delivery

Directorate:	Growth, Environment and Transportation
Division:	Environment, Planning and Enforcement
Group:	Countryside & Community Development
Grade:	KR9 This sits within the PROW & Access career grade
Responsible to:	PROW & Access Manager

Purpose of Public Rights of Way Officer- ROWIP Projects and Programme Delivery

Responsible for ensuring Rights of Way Improvement Plan targets and multi-agency access initiatives are delivered across the County.

Principal Accountabilities:

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

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 and Authority's needs are met.
3. Develop and achieve an efficient process for the resolution and management of a heavy and diverse workload, follow 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 manage/prioritise a heavy workload. Investigate/follow up enquiries and complaints from the public, ranging from complex legal issues to day to day management issues.
6. To contribute to the development of PROW and Access, especially through the Rights of Way Improvement Plan (ROWIP), 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 (Local Access Forum, 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.

ROWIP Projects and Programme Delivery

1. Lead implementation of numerous public rights of way (PRoW) and countryside access initiatives where there is a necessity for a multi-agency/ partnership approach. In particular lead on the implementation of schemes identified by ROWIP partners and the Business Development Team. Manage delegated budgets staff and project teams as necessary
2. Project plan and deliver schemes that may be conceived and delivered within a short to medium term horizon; including the bidding for and securing of external funding/ grant and non-financial assistance from partners.
3. Where legal orders are required to facilitate schemes work closely with the Definition Team Leader to identify how the required work will be resourced and implemented.
4. Deliver integrated access schemes in the growth areas, working closely with planners and developers.
5. Lead on route alignment discussions with Natural England during the establishment of the new coastal access. Agree route alignment and lead on implementation.

6. Contribute to responses made to local and strategic consultations as required.
7. Champion quality standards and improvement within the Public Rights of Way and Access Service and with other access providers.
8. When required, lead on strategic county-wide initiatives.
9. Develop and maintain strong links with user groups, landowners and community groups as necessary to facilitate project delivery.
10. Champion issues relating to access to the countryside for disabled people and under-represented groups
11. Maintain a high profile for the Service and the successes of the Improvement Plan projects

Kent County Council

Person Specification: **PROW Officer – ROWIP Projects and Programme Delivery Officer**

The following outlines the minimum criteria for this post at KR9 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.

	CRITERIA
QUALIFICATIONS	Relevant HND/Degree, NVQ4 or equivalent. Associate membership of 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 undertake site visits in remote locations and undertake some practical work. 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. Must be able to travel to a number of locations within the county at short notice.

	<p>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>Practical experience of off road vehicle driving.</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>
BEHAVIOUR AND KENT VALUES	<p>Kent Values</p> <p>Open</p> <p>Act with integrity, honesty and transparency Welcome and expect change and evolving technology Work in new ways Be willing to learn Treat people fairly and with respect</p> <p>Invite Contribution and Challenge</p> <p>Work collaboratively to find new solutions Innovate Put the interests and wellbeing of customers first Be open to challenge</p> <p>Accountable</p> <p>Do more for yourself Take personal and professional responsibility for your actions and performance Deliver at pace Look for ways to save money Focused on outcomes</p>

PUBLIC RIGHTS OF WAY & ACCESS CAREER GRADE

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

Progression through the career grade is dependent upon:

3. Achievement of relevant qualifications, an assessment of the individual's work and ability to undertake the responsibilities of the higher grade.
4. **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 Head – Countryside and Community Development. 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:

- ☐ Values and Behaviours
- ☐ 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 Head – Countryside and Community Development will ensure consistent standards.

The five criteria will be assessed by the following methods:

Values and Behaviours

Officers will be able to demonstrate delivery of their role in line with KCCs values and behaviours : Be Open, Invite Contribution and Challenge and Be Accountable.

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 behaviours, knowledge, skills and performance.

Performance

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

Specific

Measurable

Achievable

Realistic

Time 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 the creation by agreement of higher rights or the provision of more accessible structures.
- 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 Countryside 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 KR7 (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 the 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, Natural England).
- Be experienced in the use of KCC financial systems for budget monitoring purposes and support/ advise other team members. Ensure expenditure in line with the allocated 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 Public Rights of Way and 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 Rights of Way and Access Service, for example programmes of Local Transport Plan 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.