

## Kent County Council

Job Description: *Public Rights of Way & Network Survey & Technical Support Officer*

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| <b>Directorate:</b>    | <b>Growth, Environment and Transport</b>                                    |
| <b>Unit/Section:</b>   | <b>Public Rights of Way &amp; Access Service,<br/>Environment and Waste</b> |
| <b>Location:</b>       | <b>East Brabourne, Ashford &amp;<br/>Kings Hill, West Malling</b>           |
| <b>Grade:</b>          | <b>KR6</b>  |
| <b>Responsible to:</b> | <b>Public Rights of Way &amp; Access Area Manager</b>                       |

### **Purpose of the Job:**

Provide technical, survey, business and administrative support to the Area Public Rights of Way & Access Team and Area Manager to ensure effective and efficient customer service, service delivery and development.

### **Main duties and responsibilities:**

1. On the direction of the Area Manager undertake condition surveys of the PRoW network capturing the survey results in the Countryside Access Management System (CAMS- GIS).
2. Develop and maintain an accurate up to date knowledge of PRoW and Open Access legislation in order to respond as first point of contact for customer enquiries and complaints. Monitor service mailboxes, phone lines and online web logs. Respond directly or seek advice from others as required and/or pass to relevant officer or agency for reply. Ensure good relationships are maintained and KCC's best interests are served.
3. Use the service's online Weblog and Countryside Access Management System (CAMS- GIS) and other electronic systems, to log all new reported issues and update as required. Monitor performance and provide reports/statistics for team and area manager as requested. Lead on the ongoing development and administration of the systems in order to ensure effective and efficient use.
4. Respond to planning consultations where PRoW and access land may be adversely affected or where development has the potential to deliver improvements to the PRoW network, ensuring deadlines are met. Seeking advice from others as required.
5. Using the Council's electronic financial systems (Oracle, IProc) assist the Area Manager with the efficient financial management of the team's resources, including the monitoring of income and expenditure, ordering goods and services, processing of invoices and keeping accurate records.
6. Co-ordinate teams' promotional and communication objectives including the production of regular media releases, news items for web sites and other material relating to specific projects and campaigns, in order to support the effective provision of information to the public and customers and promotion of service activity.

7. Provide support to the Countryside Access Wardens Scheme, Volunteer Surveyors and other PRow volunteers, including ordering and distributing supplies, organising training and other events, producing regular newsletters and providing technical support in the use of online reporting systems. Review and share risk assessments.
8. Provide general administrative and technical office support to the area team, including managing filing systems, office supplies, photocopying, secretarial support for meetings, including arranging venues, agendas and producing accurate minutes, undertaking land registry searches, the scanning of documents and any other duties, commensurate with the role and in line with experience to ensure effective and efficient support to the team.

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: *Public Rights of Way & Network Survey & Technical Support Officer*

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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.

|                                     | <b>CRITERIA</b>  |
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| <b>Qualifications</b>               | <ul style="list-style-type: none"><li>• Educated to A Level or Level 3 Diploma standard (or equivalent) including English and Mathematics (GCSE)</li></ul>   |
| <b>Experience</b>                   | <ul style="list-style-type: none"><li>• Working in a busy customer focused office, dealing with customers through different mediums under often difficult and confrontational circumstances</li><li>• Broad range of general business administration, systems and processes and understanding of financial and procurement processes</li><li>• Use of Geographical Information Systems and other spreadsheets/databases, to include data entry, statistical searches and report production</li><li>• Ordering of Goods and Services, stock control and financial control. Use of electronic financial ordering and payment system</li></ul>  |
| <b>Skills &amp; Abilities</b>       | <ul style="list-style-type: none"><li>• Excellent keyboard skills and proficient in the use of computer packages; (E.g. Word/Excel/Powerpoint)</li><li>• Good organisation skills and display a level of personal resourcefulness and responsibility for actions which improve the PROW service</li><li>• An eye for detail to produce accurate work</li><li>• Able to use Geographic Information systems and finance systems</li><li>• Excellent customer care skills be able to understand the needs of customers and align service delivery to those needs</li><li>• Excellent communication and interpersonal skills along with tact and diplomacy</li><li>• A willingness to undertake training</li></ul> |
| <b>Knowledge</b>                    | <ul style="list-style-type: none"><li>• An understanding of countryside and access issues including a basic knowledge of relevant legislation</li><li>• Good knowledge of customer service best practice and a good understanding of customer needs</li><li>• Good understanding of workings of a large Local Government organisation</li><li>• Basic understanding of office (premises) management including Health &amp; Safety</li></ul>  |
| <b>Behaviours &amp; Kent Values</b> | <b>Kent Values:</b> <ul style="list-style-type: none"><li>• <b>We are brave. We do the right thing, we accept and</b></li></ul>  |

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|  | <p><b>offer challenge</b></p> <ul style="list-style-type: none"><li>• <b>We are curious to innovate and improve</b></li><li>• <b>We are compassionate, understanding and respectful to all</b></li><li>• <b>We are strong together by sharing knowledge</b></li><li>• <b>We are all responsible for the difference we make</b></li></ul> |
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