

Community Highway Officer

Grade 9

Our Vision

An innovative, ambitious and sustainable county, where everyone has the opportunity to prosper, be healthy and happy.

Our Outcomes

We want everyone in Staffordshire to:

- Have access to more good jobs and share the benefit of economic growth
- Live in thriving and sustainable communities
- Be healthier and more independent for longer

Our Values

Our People Strategy sets out what we all need to do to make Staffordshire County Council a great place to work, where people are supported to develop, flourish and contribute to our ambitious plans. Our values are at the heart of the Strategy to ensure that the focus is on what is important to the organisation and the people it serves:

- Ambitious – We are ambitious for our communities and citizens
- Courageous – We recognise our challenges and are prepared to make courageous decisions
- Empowering – We empower and support our people by giving them the opportunity to do their jobs well.

About the Service

Directorate Purpose

Staffordshire County Council is one of the largest local authorities in the UK with an ambitious vision for Staffordshire and its people. Achievement of that vision will be underpinned by the support of the Council's Economy, Infrastructure and Skills directorate (EI&S). The vision for EI&S is to help

Staffordshire's economy grow, so that everyone has the opportunity of a good job and good prospects in a beautiful, safe, accessible, vibrant, cultural, prosperous, business friendly and sustainable county.

Service Purpose

The Highways & Built County team is a multi-disciplinary team whose purpose is to manage, maintain and sustainably improve Staffordshire's Built Environment so that amongst other things it is safe, accessible, functions well, promotes inward investment and economic growth, and supports social cohesion and healthy lifestyle choices.

This will be achieved by:

- Keeping the network in the best condition possible with resources available using asset management to enable the lowest whole life cost of asset ownership.
- Supporting Staffordshire's economy to grow, generating more and better-paid jobs ensuring that work on the highway is of the required quality.
- Improving customer satisfaction with Staffordshire County Council and enhance its reputation.
- Ensuring that highway information required to manage and maintain the network and support asset management decisions is available, is held in the best place is accurate and of the required quality.
- Taking action to reduce waste generation, re-use resources where possible, reduce energy use, increase sustainable travel, adapt to climate change already taking place and for the future.
- Keeping the network safe for all users, improving network resilience and availability, providing a freer flowing network, supporting events on the highway and where issues do occur, efficiently and effectively administering claims.
- Keeping people safe from harm, empowering people to deliver and grow, innovate, share knowledge and best practice.

Role purpose:

The Community Highway Officer will support the Community Highway Manager in delivery of a community-based approach to the delivery of the highway service, improving member and community satisfaction.

Reporting Relationships

Responsible to: Community Highway Manager

Responsible for: Such staff (internal, external or seconded) as may be placed under the postholder's control from time to time

Key Accountabilities:

1. Proactive Community Highways team member ensuring consistent work practices in line with approved policies, procedures and the strategic aims of the Council. Delivering a customer focused, modern professional service, challenging work practices as required and playing their part in a healthy and high performing team.
2. Actively monitor the performance of those elements of the service for which the post holder is responsible and assist with delivering strategic and political priorities.
3. Provide Highways expertise and management of the Council's duties and activities to successfully deliver large-scale complex programmes ensuring contract compliance, quality and value for money are achieved.
4. Contribute to the development and improvement of processes, procedures and quality management systems as appropriate by maintaining an awareness of the external environment in order that best practice can be adopted and developed.
5. Maintain an oversight of all related budgets and funding. Seek out and apply for new and alternate funding opportunities to support the further development of member and community initiatives.
6. Be committed to continuing professional development and the acquisition of new skills, being prepared to undertake further training as and when required.

7. Support the management and implementation of health and safety, environmental and quality management controls to ensure compliance with legislation, Council policies and best practice.
8. Provide high quality and effective member support for all highway issues, building trusted relationships responding to and resolving issues and/or signposting as appropriate.
9. Engage with elected members and communities to develop prioritised local programmes of work, identifying and collating priorities against allocated resources and wider work programmes; providing expert advice and guidance on what can be achieved within budgetary, best practice and legislative constraints.
10. Assist with the commissioning of local priority delivery, within allocated budgets/resources, exploring a range of funding & delivery options. Ensure commissions are delivered to the required standard in accordance with policies, specifications, H&S requirements, programmes and budgets and that effective reporting, communications and engagement takes place.
11. Create and maintain effective internal and external stakeholder, political and public relationships through proactive and reactive engagement, consultation and communication. Represent the County Council at public / local council meetings (working outside normal office hours as necessary).
12. Be a local ambassador of the highway service with Members and within communities, proactively engaging with local councils/communities in order to communicate the strategic aims of the Highway service, understand local issues and co-produce local solutions.
13. Respond to all matters relating to Community Highways and Road Safety including interpreting and advising on queries relating to Highways legislation such as Highways Act, Traffic Management Act and the Land Drainage Act.
14. Advocate for Members and communities within the Highway service, ensuring issues are appropriately investigated, local insight is used to drive continuous improvements across the service and local aspirations are considered in Highway programming and funding decisions.

15. Establish, promote and enable opportunities to collaborate with local councils and communities, facilitating the commissioning of local councils to undertake work on behalf of the County Council and the local commissioning of contractors to undertake a range of highway related activities.
16. Establish opportunities for community self-help activities and promote local accountability.

Professional Accountabilities:

The post holder is required to contribute to the achievement of the Council objectives through:

Financial Management

Personal accountability for delivering services efficiently, effectively, within budget and to implement any approved savings and investment allocated to the service.

People Management

Engaging with People Management policies and processes

Equalities

Ensuring that all work is completed with a commitment to equality and anti-discriminatory practice, as a minimum to standards required by legislation.

Climate Change

Delivering energy conservation practices in line with the Council's climate change strategy.

Health and Safety

Ensuring a work environment that protects people's health and safety and that promotes welfare, and which is in accordance with the Council's Health & Safety policy.





Safeguarding



Commitment to safeguarding and promoting the welfare of vulnerable groups.

The content of this Job Description and Person Specification will be reviewed on a regular basis.

Person Specification

A = Assessed at Application
I = Assessed at Interview
T = Assessed through Test

Minimum Criteria for Disability Confident Scheme*	Criteria	Measured by
	<p>Qualifications/Professional membership</p> <ul style="list-style-type: none"> Educated to Level 4 (e.g. HNC) in a relevant discipline or substantial experience in a similar role. 	<p>A/I</p>
  	<p>Knowledge and Experience</p> <ul style="list-style-type: none"> Significant experience in Highway services A broad and comprehensive knowledge of highway related legislation including Highways Act, Traffic Management Act and Land Drainage Act Experience of negotiating stakeholder and customer interactions whilst maintaining strong professional relationships Experience of working with parish and district councils, elected members, community groups, businesses and other organisations Experience of working in partnership with various stakeholders including District Councils, community groups and elected Members to support ongoing service delivery Experience of working in multi-disciplinary teams Experience of working in a political environment Experience of database interrogation with a significant attention to detail Experience of responding to all channels of correspondence 	<p>A/I/T</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p>

 	<p>Skills</p> <ul style="list-style-type: none"> • Ability to influence, negotiate and persuade • Inclusive approach to stakeholder engagement and service delivery • Ability to maintain excellent working relationships with partners/stakeholders • Written, verbal and digital communication skills, with the ability to pitch communications at an appropriate level to the target audience • Ability to manage a complex workload, achieving targets and responding flexibly to changing circumstances. • Analytical skills with good attention to detail • Ability to work to budgetary constraints • Appropriate degree of computer literacy e.g. GIS, databases, spreadsheets etc • Ability to work on own initiative with a minimum of supervision • Ability to represent the County Council in the wider arena • Valid driving licence and the ability to travel across a wide geographical area 	<p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p>
	<p>This post is designated as a casual car user.</p>	



Where an applicant meets the Disability Confident scheme criteria indicated by the symbol and provides evidence of this on their application form, they will be guaranteed an interview.

We are proud to display the Disability Confidence Symbol, which is a recognition given by Jobcentre Plus to employers who agree to meet specific requirements regarding the recruitment, employment, retention, and career development of disabled people.

If you need a copy of this information in large print, braille, another language on cassette or disc, please contact the Talent & Resourcing Team on 01785 278300