Road Safety Assistant

Grade 5

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

The main aims of Highways & the Built County are to ensure that:

• Staffordshire is well connected with equality of access for all.

• People are able to access a highway network that is safe and well maintained.

• Our highway infrastructure is efficient, accessible, positive, long-lasting and supports economic growth.

• The impact of transport on the environment and communities is minimised.

• The public realm is improved and enhanced.

• The built environment promotes pride and ownership amongst communities.

• There are high levels of satisfaction with infrastructure services; and

• Staffordshire’s environment is maintained, enhanced and promoted for the benefits of visitors, residents and future generations

Purpose of Post

The purpose of the post is to provide administrative support to the wider Road Safety team and the delivery of driver training schemes with the aim of improving road safety on the highway network.

Reporting Relationships

Responsible to: Driver Training Manager

Responsible for: n/a

Key Accountabilities:

1. Assist the Road Safety Team in the organisation and administration of road safety education and training activities on behalf of Staffordshire County Council and the Staffordshire Safer Roads Partnership (SSRP).
2. Process course bookings for clients through a range of databases / booking systems to ensure a timely and accurate service is provided.
3. Provide excellent customer service, responding appropriately to telephone, email and written enquiries and signposting/escalating issues as necessary.
4. Provide technical support for digital course access and course rescheduling to a range of stakeholders including clients, driver trainers and course venues.
5. Liaise with national Police forces regarding client’s requests for course extension dates.
6. Collate evidence of operational course delivery for any required internal and external audits/reviews.
7. Support the digital presence of the Road Safety Team and SSRP through the maintenance of accurate information and correspondence.
8. Daily administration of a number of targeted Road Safety schemes, involving liaison with clients, booking and support for trainers and the processing of trainer payments.
9. Undertake day-to-day finance duties which will involve the processing of orders / invoices, taking course payments over the telephone when necessary and purchasing small scale road safety consumables ensuring best value for money.
10. Coordinate the provision of road safety resources including stock control and distribution of resources on behalf of the road safety education and training team.
11. On occasions it may be necessary for the post-holder to work outside normal office hours including providing on – call administrative support on a Saturday morning on a rota basis.

**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

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| **Minimum Criteria for Disability Confident**  **Scheme \*** | **Criteria** | **Measured by** |
| **employer_small** | **Qualifications/Professional membership**  4 GCSE’s (grade 4 or above, or equivalent) including English and Maths  or substantial experience in a similar role | A&I |
| **employer_small** | **Knowledge and Experience**  Good level of computer literacy including experience of using databases, and a range of MS Office packages.  Experience of liaising with a variety of stakeholders.  Experience organising and prioritising work in a structured and logical manner.  Employment or other experience which can demonstrate the skills, competencies and personal qualities.  Experience working on their own initiative with a minimum of supervision.  Working within a team, preferably in an administration environment. | A&I |
| **employer_small** | **Skills**  Ability to understand and respond to competing needs and demands.    Drive, enthusiasm and flexibility.  Accuracy and attention to detail  Good written and oral communication skills  Ability to manage a complex workload, achieving targets and responding flexibly to changing circumstances.  This post is designated as a casual car user | A&I |

**employer_small** If a disabled person meets the criteria indicated by the Disability Confident scheme 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 Job Centre 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 ask us by contacting

Talent & Resourcing Team 01785 278300