

Community Highway Support Officer

Grade: Grade 6

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 Support Officer will provide technical and administrative support for the Community Highways Team, ensuring the provision of information relevant to customer and elected member enquiries.

Reporting Relationships

Responsible to: Community Highways Manager or Hub 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. A member of the Community Highways team, contributing to the effective operation and administration of the team by working collaboratively with colleagues and stakeholders to ensure consistent work practices in line with approved policies, procedures.
2. Provide an efficient, high-quality first-line response to enquiries from customers and stakeholders, escalating issues where necessary.
3. Use digital record management systems to ensure accurate and up to date information is available and routinely reported across the Service.
4. Provide advice and support to colleagues and stakeholders regarding specific projects.
5. Assist in creating, managing and delivering programmes of work, working collaboratively with colleagues across the wider service area to ensure efficient and effective programme delivery.
6. Collate information, including from complex and conflicting sources for a variety of purposes including performance reporting and responding to enquiries.
7. Provide excellent customer service to colleagues, members of the public and other stakeholders.
8. Provide high quality and effective member support for all highway issues, signposting as necessary.

9. Collate and file financial and project information including purchase orders and invoices, regular reports and project communications.
10. Update team website and intranet pages, including SharePoint, ensuring information is accurate and up to date.
11. Interrogate Geographical Information Systems (GIS) mapping systems and databases to identify and provide information to colleagues and stakeholders.
12. Prepare plans and drawings to identify locations of assets and issues, undertaking site visits to gather information.
13. Support the management and implementation of health and safety, environmental and quality management controls to ensure compliance with legislation, Council policies and best practice.
14. Be committed to continuing professional development and the acquisition of new skills, being prepared to undertake further training as and when.

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"> Level 3 qualification e.g. NVQ Level 3 or equivalent experience in Business Administration 	A/I
  	<p>Knowledge and Experience</p> <ul style="list-style-type: none"> Demonstrable experience of organising meetings, writing minutes, and responding to enquiries from a variety of channels Demonstrable experience of interrogating, adding and extracting data with databases, with a significant attention to detail. Demonstrable experience of liaising with a range of stakeholders (e.g. customers, internal teams, the public) and maintaining excellent stakeholder relations Demonstrable experience in working in multi-disciplinary teams Demonstrable experience of responding to all channels of correspondence 	<p>A/I</p> <p>A/I/T</p> <p>A/I</p> <p>A/I</p> <p>A/I</p>
	<p>Skills</p> <ul style="list-style-type: none"> Excellent customer service skills Inclusive and proactive approach to dealing with customers and colleagues Accurate with good attention to detail Planning, organising and coordinating skills Ability to interpret maps Excellent written, verbal and digital communication skills 	<p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p>

	<ul style="list-style-type: none"> • Ability to manage a complex workload, achieving targets and responding flexibly to changing circumstances 	A/I/T
	<ul style="list-style-type: none"> • Ability to collate and interpret information from a range of sources and assimilate large amounts of data into accurate reports. 	A/I
	<ul style="list-style-type: none"> • Proficient in the use of Microsoft 365 	A/I
	<ul style="list-style-type: none"> • Ability to travel to site and meeting venues as required 	A/I
<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