

Highway Inspections Technical Support Officer Grade 5

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

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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

About the Role

The Highway Inspections Technical Support Officer will support the efficient and effective operation of the team by providing a first-line response to enquiries, maintaining digital records and GIS and collating information to respond to requests and support the production of reports and programmes of work.

Reporting Relationships

Responsible to: Highway Inspections Manager

Responsible for: N/A

Key Accountabilities:

1. A member of the Highway Inspections team, contributing to the effective operation and administration of the team by supporting colleagues to ensure consistent work practices in line with approved policies and procedures.
2. Provide an efficient, high-quality first-line response to enquiries from customers and stakeholders, escalating issues where necessary.
3. Collate information, including from complex and conflicting sources for a variety of purposes including performance reporting and responding to inquiries.
4. Use digital record management systems to ensure accurate and up to date information is available and routinely reported across the Service.
5. Provide advice and support to councillors, community groups, residents and businesses regarding the services provided by the Highway Inspection and Resilience team.
6. Provide advice and support to colleagues and stakeholders regarding specific highway enquiries or defects.
7. Undertake financial administration duties to include processing charges and receipts using nominated systems and the production of information for budgetary purposes.
8. Collate and file financial and project information including purchase orders and invoices, regular reports and project communications.
9. Update Geographical Information Systems (GIS) mapping layers to maintain accurate and up-to-

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date information for Staffordshire County Council and Stakeholders.

10. Assist in creating, managing and delivering programmes of work. This will include arranging internal and external meetings, taking notes / minutes, maintaining records, preparing documents, collating and supplying datasets.
11. Assist with the collection and analysis of performance management information, process and audit information.
12. Update team website and intranet pages, including SharePoint, ensuring information is accurate and up to date.
13. Assist in the processing and management of claims and legal procedures across the team.
14. Maintain good working relationships with internal and external partners, contractors, external organisations and local communities to enable the sharing of information necessary to respond to highway inspection and resilience enquiries, assisting with coordination and managing expectations.
15. Assist with the administration of health, safety, environmental and quality procedures.
16. Contribute to the development and improvement of processes, systems and procedures.

Person Specification

Qualifications/Professional membership

- Level 3 qualification e.g. NVQ 3 in Business Administration or equivalent experience
- GCSE grade 5 or equivalent in English and Maths

Knowledge and Experience

- Experience of using databases with significant attention to detail
- Experience of liaising with a variety of stakeholders (e.g. the public and elected members) and maintaining stakeholder relations
- Experienced in the use of Microsoft 365, GIS mapping and databases
- Experience of processing purchase orders and invoices
- Experience of working in multi-disciplinary teams

Skills

- Excellent customer service skills
- Inclusive and proactive approach to dealing with customers and colleagues
- Accurate with good attention to detail
- Good written, verbal and digital communication skills
- Ability to prioritise competing workloads and demands.
- An understanding of the current challenges facing local government organisations, coupled with financial and commercial awareness
- Ability to travel to meeting venues as required

This post is designated as a casual Car user

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