Job Title: Community Highway Support Officer  
Grade:6

Our Vision

A county where big ambitions, great connections and greener living give everyone the opportunity to prosper, be healthy and happy

Our Outcomes

Everyone in Staffordshire will:

* Have access to more good jobs and share the benefit of economic growth
* Be healthier and more independent for longer
* Feel safer, happier and more supported in their community

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, 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.

Directorate Purpose and Values

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 county council’s Economy, Infrastructure and Skills directorate (EIS). The vision for EIS 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 and Built County service sits within the EI&S directorate. It 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.

Achievement of these service area outcomes is managed through five business unit areas:

* Highway Asset and Network Management
* Sustainable Development
* HS2 and Integrated Transport Projects
* Technical Services
* Communities and Road Safety

Through the Staffordshire Safer Roads Partnership, Staffordshire County Council is working with Stoke-on-Trent City Council to deliver a cross sector, multi-agency approach to the reduction of death and injury on Stoke and Staffordshire’s roads through the promotion of Road Safety utilising; Education, Enforcement and Engineering. The Partnership works collaboratively to utilise shared resources of partner agencies to deliver a clear and sustainable approach to road safety across Staffordshire and Stoke-on-Trent.

**Purpose of Post**

The purpose of the post is to provide support for the wider Community Highway team to deal with highway enquiries, requests for service and the delivery of local community schemes.

The post will be based in a Highways Operational Depot based at Stone but covering the Stafford Borough and East Staffordshire area.

Reporting Relationships

Responsible to: Strategic Community Infrastructure 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. Provide support for the Community Highway team by responding directly to standard highway enquiries and requests for service from a variety of sources - using a range of digital record management systems.
2. Assist the Community Traffic Management Officers to manage programmes of work to deliver local community priorities for small highway improvements. This will include arranging meetings with elected members, maintaining records of highway improvement requests, the preparation of plans/drawings and site visits to gather more information about individual issues.
3. Interrogate the various Infrastructure+ databases, collating often complex and conflicting information relating to highway enquiries to enable the preparation of an appropriate response. Utilise same systems to compile information which can be used for performance monitoring.
4. Maintain good working relationships within the wider Infrastructure+ teams to enable the sharing of information necessary to respond to highway enquiries and to manage expectations.

**5**. Arrange meetings for the wider Community Highway team members and take notes/minutes as required.

6. Be committed to continuing professional development (both personal and employee) and the acquisition of new skills, being prepared to undertake further training as and when required.

**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**   * A Levels or BTEC qualification in a technical subject * Or substantial experience in a similar role | A/I |
| **employer_small** | **Knowledge and Experience**   * Experience of database interrogation with a significant attention to detail * Good written and general communication skills * Experience of liaising with a variety of stakeholders (e.g. the public and elected members), maintaining good stakeholder relations * Appropriate level of computer literacy e.g. GIS, databases, spreadsheets etc. * Experience of working in multi-disciplinary teams * Good organisational skills * Employment or other experience which can demonstrate the skills, competencies and personal qualities listed below | A/I |
| **employer_small** | **Skills**   * Ability to understand and respond to competing needs and demands * Excellent communication skills * Drive, enthusiasm and flexibility * Ability to work on own initiative with a minimum of supervision * Ability to collate and interpret information from a range of sources and assimilate large amounts of data into accurate reports * Ability to manage a complex workload, achieving targets and responding flexibly to changing circumstances * Current and valid driving licence.   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, 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

**Shared Services on 01905 947446**