

Job Title: Senior Technical Support Officer

Grade: 06

Our Vision

We have a clear vision for Staffordshire - 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

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 county council's economic, physical and cultural environment or the "Place" that is Staffordshire. Put simply, the vision for "Place" is to make Staffordshire a beautiful, safe, accessible, vibrant, cultural, prosperous, business-friendly and sustainable county in which people can live healthy and prosperous lives.

We are at the start of a significant transformation agenda to ensure that we achieve the positive outcomes which will realize this vision, working in partnership with all public sector organizations across the county and where appropriate with the private and third sectors.

Purpose and Values of Service

Increased prosperity and a vibrant economy are at the top of the county council's agenda. The Infrastructure+ Partnership between the County Council and Amey has a central role in supporting this agenda.

The main aims are to:

- Provide high quality, innovative and efficient services to Staffordshire Communities
- Protect and improve Staffordshire's built environment, whilst developing and promoting sustainability amongst Staffordshire's communities and businesses
- Support Staffordshire's economy through the recession by encouraging and attracting business growth and investment
- Develop vibrant, functional and sustainable town centres, market towns and rural communities
- Use our highway related activities and our transport plans to enhance the public realm
- Develop and manage a transport network which supports sustainable economic growth, promotes sustainable travel and improves accessibility
- Reduce congestion on our roads and mitigate the potential caused by economic growth
- Ensure continuous improvement within Highways & Built County through innovation, efficiency and high performance, emphasising the benefits of partnership working to deliver quality services
- Continue to promote safety and security on our highway network

The Highways and Built County service area commission's routine maintenance, structures management, scheme delivery, operational support major projects, built communities infrastructure and local development projects through the Infrastructure+ arrangement. Lighting and ITS, the Laboratory, Community Infrastructure Liaison, Highway & Development Asset Strategies and Regulation & Governance are delivered direct.

The Highway Asset & Network Management team ensures effective management of Staffordshire's highway network to support the County's

economic strategies, enhance connectivity across the county, minimize the impact of highway traffic on local communities and residents, minimize disruption and congestion and reduce the impact of any work on the highway network or within the public realm. This includes ensuring that the whole Council complies with the Traffic Management Act 2004.

The team administers all matters relating to the use of highway data and ensures that information is effectively collected, managed, and made available.

The service also provides governance of delivery contracts in respect of the built environment, the monitoring of performance and identification and development of business improvement initiatives together with Traffic Regulation and Civil Parking Enforcement.

Reporting Relationships

Responsible to: Highway Data Manager

Responsible for: Such staff as may be placed under the post holder's control from time to time

Key Accountabilities:

1. Assist and support the management of the National Street Gazetteer (NSG)
2. Collect, validate, and input high quality data to the NSG in line with national or local regulations, guidance and protocol
3. Liaise with other key stakeholders such as the District Council Address Custodians to ensure consistency between the street and address records for the area
4. Continuously improve the quality of data held in the NSG in accordance with national standards
5. Review national standards and specification documents for the NSG and documenting internal standards and procedures to support data entry to the database
6. Contribute to regional and national forums relating to the National Street Gazetteer including commenting on proposals
7. Assist with the response to enquiries relating to the functions of the Unit
8. Provide administration of financial charges, orders, invoices and receipt of payments
9. Input, extract, maintain and appropriately disseminate accurate information from the various systems, records and databases held by the units or from other internal and external sources as appropriate.
10. Provide computerised / GIS information management support and contribute to the development, improvement, refinement and

- maintenance of ICT systems and associated procedures including those that interface with the public, the internal Highways service, external utility companies and contractors, and any other highway stakeholders
11. Operate County Council policies, regulations and procedures in relation to all activities undertaken by the post holder
 12. Be prepared to undertake in further training as and when required and to undertake such other duties as may be allocated from time to time in accordance with the general nature and grading of the post

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 |
|---|--|---|
|  | Qualifications <ul style="list-style-type: none"> A related technical qualification to the discipline or a willingness to undertake related appropriate (BTec / City & Guilds) qualification An appropriate administration, management or business studies qualification | A/I A/I |
|  | Knowledge and Experience <ul style="list-style-type: none"> Ability to read and understand maps, OS sheets and scheme plans both paper-based and electronically Experience in the use of, and inputting data to, computer-based systems including SAP, databases and geographic information systems (GIS) Knowledge of highway legislation and control processes Experience in highway administration Experience and knowledge of sound administrative and financial practices and procedures Experience of working in multi-disciplinary teams Experience of managing customer / public interface, maintaining good stakeholder relations Ability to apply judgment in non-routine situations Employment or other experience which can demonstrate the skills, competencies and personal qualities listed below | A/I A/I A/I A/I A/I A/I A/I |
|  | Skills <ul style="list-style-type: none"> Confidence, energy and a commitment to excellence and quality Good interpersonal and people/customer management and communication skills Ability to work accurately at times under pressure and achieve within timescales Able to work independently and as part of a multi-disciplinary team Initiative and flexibility | A/I A/I A/I A/I A/I |

This post is designated as a casual car user



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 **Liberata Employee Services Team on 01905 947446**