

Community Highway Technical Support Officer

Grade 8

About the Service

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.

About the Role

The Community Highways Technical Support Officer will assist the wider Community Highways team to deliver local priorities and provide elected member support.

Reporting Relationships

Responsible to: Community Highway 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. Proactive Community Highways team member delivering a customer focused, modern professional service; helping to ensure consistent work practices in line with approved policies and procedures; and playing their part in a healthy and high performing team.
2. Prepare management reports by monitoring, sourcing and analysing complex technical performance data and carrying out ad hoc research in line with the Community Highways team objectives.
3. Participate in the development and improvement of processes, procedures and quality management systems to support the delivery of a variety of technical projects.
4. Preparation of technical project briefs utilising local insight and an awareness of delivery constraints in order to meet the requirements of commissioned works.

- 5.** Provide high quality and effective member support for all highway issues, using excellent communication and problem solving skills to resolve issues and signposting to responsible leads as appropriate.
- 6.** Provide an efficient, high-quality first-line response to enquiries from the local community, elected members and other stakeholders in relation to highway issues; providing advice and guidance and escalating issues as necessary.
- 7.** To investigate highway issues appropriately and to liaise with the relevant service areas leads to ensure they are fully informed.
- 8.** Participate in the development of prioritised local programmes of work, bringing together complex information and collating priorities in order to meet the Community Highways objectives.
- 9.** Support the management and implementation of health and safety, environmental and quality management controls to ensure compliance with legislation, Council policies and best practice.
- 10.** Preparation of technical reports and technical drawings for local highway priorities and road safety schemes using a variety of software systems including Geographic Information System.
- 11.** Participate in the design and delivery of small schemes that meet necessary H&S requirements, allocated budgets and design regulations and best practice guidance.
- 12.** Participate with the monitoring of scheme delivery and commissioned activities, ensuring it meets the required standard in accordance with policy, legal regulations, technical specification, H&S requirements, programme, budget, and effective community engagement.
- 13.** Be committed to continuing professional development and the acquisition of new skills, being prepared to undertake further training as and when required.
- 14.** Collaborate with contractors and colleagues in wider service areas to identify synergies and conflicts with wider work programmes.

- 15.** Maintain effective internal and external stakeholder, political and public relationships through proactive and reactive engagement, consultation and communication.
- 16.** Be a local ambassador of the highway service within communities, communicating the strategic aims of the Highway service and collating local issues for consideration within various work programmes.
- 17.** Attend and represent the County Council at public / local council meetings (working outside normal office hours as necessary).
- 18.** Assist in the facilitation of collaboration and self-help opportunities with local councils.

Person Specification

Qualifications/Professional membership

- Educated to Level 4 in a relevant engineering or construction discipline) or substantial experience in a similar role.

Knowledge and Experience

- A broad and varied working knowledge of highway services legislation protocols and practical delivery
- Significant experience of processing and analysing with large volumes of complex data, with a significant attention to detail.
- A broad knowledge of the statutory procedures associated with highway related projects and the Traffic Signs Regulations and General Directions.
- Experience of liaising with a range of stakeholders (e.g. customers, internal teams, the public and elected representatives), providing complex advice and maintaining excellent stakeholder relations.
- Experience of working in partnership with various stakeholders such as local councils and community groups.
- Experience of working in multi-disciplinary teams to deliver co-ordinated programmes of work.
- Significant experience of responding to all channels of correspondence, particularly written enquiries.
- Significant experience of interpreting maps and produce map based technical drawings.
- Experience of monitoring budgets.

Skills

- Inclusive approach to stakeholder engagement and service delivery
- Excellent communication skills to maintain excellent working relationships with partners/stakeholders.

- Excellent written, verbal and digital communication skills, with the ability to pitch communications at an appropriate level to the target audience.
- Ability to collate, analyse and interpret complex technical 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.
- ICT literate including Microsoft 365, GIS, databases and systems.
- Ability to represent the County Council in the wider arena.
- Ability to drive and travel across a wide geographical area

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.