

# Highway Inspections Technical Support Officer Grade 5

## **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 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 Inspection Manager**

**Responsible for: None**

**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-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.

**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><b>Qualifications/Professional membership</b></p> <ul style="list-style-type: none"> <li>Level 3 qualification e.g. NVQ 3 in Business Administration or equivalent experience</li> <li>GCSE grade 5 or equivalent in English and Maths</li> </ul>	<p>A/I A/I</p>
          	<p><b>Knowledge and Experience</b></p> <ul style="list-style-type: none"> <li>Experience of using databases with significant attention to detail</li> <li>Experience of liaising with a variety of stakeholders (e.g. the public and elected members) and maintaining stakeholder relations</li> <li>Experienced in the use of Microsoft 365, GIS mapping and databases</li> <li>Experience of processing purchase orders and invoices</li> <li>Experience of working in multi-disciplinary teams</li> </ul>	<p>All A/I</p>
                    	<p><b>Skills</b></p> <ul style="list-style-type: none"> <li>Excellent customer service skills</li> <li>Inclusive and proactive approach to dealing with customers and colleagues</li> <li>Accurate with good attention to detail</li> <li>Good written, verbal and digital communication skills</li> <li>Ability to prioritise competing workloads and demands.</li> <li>An understanding of the current challenges facing local government organisations, coupled with financial and commercial awareness</li> <li>Ability to travel to meeting venues as required</li> </ul> <p>This post is designated as a casual car user</p>	<p>All A/I</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

<b>Version</b>	<b>1</b>	<b>Draft</b>
----------------	----------	--------------