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| Service and job specific context statement | |
| **Directorate:** | Business and Environmental Services |
| **Service:** | Highways and Transport |
| **Post title:** | Highways Officer |
| **Grade:** | I |
| **Responsible to:** | Maintenance Manager |
| **Staff managed:** | None |
| **Date of issue:** |  |
| **Job family:** | **P&T - Professional & Technical** |

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| Job context |
| The role of the Highway Officer is an essential element of the front line delivery of the highways service and therefore for many local people the most noticeable and significant member of the team which requires excellent communication and customer care skills. Main duties include safety inspections of the highway, inspection/ supervision of maintenance and improvement works including local development control and customer liaison. The role involves a significant proportion of work carried out remotely from the office using the highways vehicle as a mobile workstation. Winter maintenance inspection and supervision also forms an essential part of this post and this will involve out-of-hours working on a rota basis. |

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| Structure |
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Maintenance Manager

Highways Officer

Improvement Manager

Parish Councils

District Councils

NYCC Partner Consultant

Highway Maintenance Contractor

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| Job Description | |
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| Job purpose | **The core focus of this job is to assist the Maintenance Manager and Improvement Manager in managing Client activities in the Area, especially with regard to the safety of the highway network and the compliance with the County Council’s works specification.**  **Resources permitting the role holder will also ensure that developer funded road works in the existing and perspective highways are constructed in accordance with the County Council’s requirements.** |
| Operational management | * Safety inspections of the highway network including the maintenance of computer records and the use of portable computer equipment; * Inspection of road-works including assistance with site measurement and the maintenance of site records; * Inspection and approval of sites for operations carried out under licence from the Highway Authority; * Inspection of developer funded road works in the existing highway under Section 278 of the Highways Act and inspection of new roads funded by developers. Working with the developer and his team to ensure the scheme is delivered to the appropriate standard and in a timely manner; * Identification of basic maintenance and cyclic maintenance requirements including the preparation of works instructions; * Monitoring progress on developers’ road construction schemes and construction of adoptable estate roads ,including the maintenance of appropriate records; * Contribute to the monitoring and updating of the specification for housing and industrial estate roads and private street works; * Issuing instructions to Contractors and developers; * Dealing directly with developers and the public on any matters relating to the highway or the construction of adoptable estate roads; * Carrying out winter maintenance activities which will include out of hours work on a rota basis. * Carrying out other emergency works, this will include out of hours work. Carrying out temporary minor repairs to ensure the safety of the public; * Ordering minor works within the Highway Maintenance Contract, checking specification compliance and verifying measures claimed by the contractor. * Assist with applications for vehicular crossings; * Assist the Maintenance Manager with third party claims including the preparation of statements and attending court; * Contribute to the production of development control contracts; * Check minor invoices for payment; * Contribute to the monitoring and updating of protocols and policies relating to developer funded road works |
| Communications | * Dealing directly with members of the public, parish councils and other organisations on highway matters; * Liaising with individuals or other organisations carrying out works within the highway or relating to adoptable streets; * Advising developers, their contractors and other team members on necessary standards and skills for constructing developer funded works. * Responding to customer service requests efficiently and effectively within established response times. |
| Partnership / corporate working | * Working with contractors and consulters to ensure the successful delivery of highway works. * Liaison with Parish Councils and District Councils on local highways related matters. |
| Resource management | * Monitoring the performance of the County Councils highway maintenance contractor. |
| Systems and information | * Maintaining records for performance assessments; * Effective and efficient use of the Highway Management Information System and customer service systems. |

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| Person Specification | |
| Essential upon appointment | **Desirable on appointment** |
| Knowledge   * Knowledge of highway construction/maintenance techniques and specifications | * In depth knowledge of current guidance and legislation with respect to highways maintenance and safety * Knowledge of Highway safety and relevant codes of practice. * An awareness of personal safety when working in the Highway. Appropriate Health and Safety Training will also be provided where necessary |
| Experience   * Ability to interpret drawings and specifications; * Experience of working in a customer services environment * Some Technical background with Highway * Construction/Maintenance and Civil Engineering Experience. | * Can demonstrate Highways construction / maintenance or Civil Engineering experience. * Demonstrate an experience in assisting with scheme identification. * Can demonstrate experience of contract supervision and site measurement. |
| Occupational Skills   * The ability to analyse information from a range of sources probing for further information or a greater understanding when necessary. * Use a range of techniques to successfully persuade influence and/ or negotiate with others in a range of situations. * Be able to communicate effectively in writing using existing formats and styles and be able to complete accurate written records. * The ability to conduct formal risk assessments within your area of responsibility. * Basic to intermediate ICT skills in packages such as Word and Outlook. * Able to prevent and/ or manage challenging behaviour. Take constructive action to prevent triggers occurring and minimise identified behaviour. Communicate in a positive manner which is likely to promote calm and reassurance. * Ability to analyse, organise and present numerical data. * Ability to prioritise workloads, ensuring timescales are met and that appropriate updates are delivered to customer services and colleagues in a timely manner. * Good general education showing experience of literacy and numeracy skills |  |
| Professional Qualifications/Training/Registrations required by law, and/or essential for the performance of the role | * R.A.S.W.A Supervisor’s Certificate * ONC in Civil Engineering or a City & Guilds qualification in a craft subject or an Approved Apprenticeship; * C.S.C.S Gold Card; |
| Other Requirements   * Ability to travel across the County |  |
| Behaviours | [Link](http://www.northyorks.gov.uk/article/23524/What-you-should-know-before-applying-for-a-job) |

NB – Assessment criteria for recruitment will be notified separately.  
Optional - Statement for recruitment purposes: You should use this information to make the best of your application by identifying some specific pieces of work you may have undertaken in any of these areas. You will be tested in some or all of the skill specific areas over the course of the selection process.