

CAMBRIDGESHIRE COUNTY COUNCIL

JOB DESCRIPTION	
Job Title:	Local Highways Officer
Directorate:	Place and Economy (P&E)
Service:	Highways Service
Reports to:	District Highway Maintenance Manager
Grade:	Scale 5 – SO1/2
Hours:	37

JOB PURPOSE

To support the District Highway Maintenance Manager in acting as a key liaison with local communities and businesses in regard to all aspects of the local transport infrastructure network.

To actively establish good customer relationships with elected members of Parish, District and County Councils and members of the public.

To identify and organise the County Council’s improvement programme for routine, new or improvement works, for local infrastructure (e.g. highways, bridges, rights of way, etc).routine maintenance works in accordance with current policies and practices.

PRINCIPAL ACCOUNTABILITIES		% Relative Importance
1	<p>Communication and Customer Focus</p> <p>To actively promote constructive relationships with local communities and businesses and locally elected politicians.</p> <p>To assist local communities and businesses in regard to all aspects of the local transport infrastructure network.</p> <p>Provide advice to local communities and businesses on all local infrastructure matters.</p> <p>Undertake visits to communities and business to provide advice and assistance on areas of concern.</p> <p>To respond to queries within the Council’s performance standards.</p> <p>To take ownership of any wider CCC issues raised and ensure they are fed back to the appropriate team.</p>	50%

CAMBRIDGESHIRE COUNTY COUNCIL

PRINCIPAL ACCOUNTABILITIES		% Relative Importance
	<p>Communicate messages clearly and appropriately to different audiences.</p> <p>Ensure stakeholders and the local community are kept informed of works progress and queries are dealt with sympathetically and within agreed response times.</p>	
2	<p>Service Expertise</p> <p>Provide expertise to the service in relation to maintaining the local transport infrastructure network.</p> <p>Provide support and guidance to the service, as appropriate and deal with enquiries that require specific knowledge and expertise.</p> <p>Contribute to the wider Infrastructure Management and Operations Directorate through participation in working groups, as appropriate.</p> <p>Provide updates / highlight any concerns to lead officers and teams on any emerging issues.</p> <p>To assist with the preparation of reports for committees.</p>	15%
3	<p>Project work</p> <p>Ensure value for money outcomes are achieved.</p> <p>To instruct and oversee routine maintenance works including agreement of measures.</p> <p>To determine the value of an order within the contract and any variation and the final agreed value.</p> <p>To be able to prioritise works and issue and manage orders using the Highway Services Contract.</p> <p>To assist, where necessary, with the preparation and carrying out of larger capital schemes.</p> <p>To monitor expenditure.</p>	20%
4	<p>Emergencies</p> <p>To be on call on a rota basis, when required, take appropriate action and mobilise support for the emergency services when the need arises.</p> <p>To update the District Highway Maintenance Manager of any</p>	5%

CAMBRIDGESHIRE COUNTY COUNCIL

PRINCIPAL ACCOUNTABILITIES		% Relative Importance
	effects adverse weather may have on the infrastructure network.	
5	<p>Partnership working</p> <p>Liaise with colleagues across the directorate and the Council to ensure projects and programmes are delivered in the most efficient, effective and co-ordinated manner.</p> <p>Promote partnership working where possible.</p>	10%

The Place and Economy directorate has a flexible structure to cope with varying workload pressures and the post holder may be required to undertake work in support of other offices.

PERSON SPECIFICATION	
Job Title:	Local Highways Officer
Directorate:	Place and Economy (P&E)
Service:	Highways Service
Reports to:	District Highway Maintenance Manager
Grade:	Scale 5 – SO1/2
Hours:	37

The following criteria are appropriate for this post. You must meet the essential criteria to be short listed for this post and it would be advantageous if you meet the desirable criteria.

Education, Qualifications & Training

Essential

- HNC or HND in Civil Engineering or equivalent knowledge and experience gained in the work environment

Desirable

- Supervisors Certificate under the New Roads and Street Works Act
- Certificated Health and Safety training
- Appropriate CSCS Certificate

Knowledge, Experience and Skills

Essential

- Able to demonstrate considerable knowledge of working in highway maintenance and/ or traffic and construction, or related areas
- Good communication and interpersonal skills including the ability to respond clearly and courteously, even in difficult situations
- Methodical approach to dealing with enquiries and keeping records
- To be able to compose responses so as to respond to enquiries in a clear and professional manner
- To be able to make timely decisions to react to urgent and emergency situations
- To be able to monitor expenditure
- Good level of IT skills

Desirable

- Keep abreast of new products and their relevance in maintenance work
- Knowledge of relevant highways and traffic management legislation

CAMBRIDGESHIRE COUNTY COUNCIL

- Relevant Standing Orders and Financial Regulations relating to the ordering of work
- Operation of the New Engineering Contract

Other

Essential

- Have the ability to visit offices and sites, when necessary, where public transport is limited.
- Have the ability to visit and inspect sites which may have difficult access.
- Be able to attend meetings out of hours when necessary

Cambridgeshire County Council Behaviours - WIRE

The following describes how you are expected to carry out your work. Essentially it's about how we do things, how we treat others and how we expect to be treated.

Working together

Scale 4-6

- I establish credibility and work cooperatively with colleagues and customers
- I maintain good practice as well as making future improvements

SO1 – SO2

- I identify needs and initiatives for joint approaches to delivering services
- I work across and outside typical groups

Integrity

Scale 4-6

- I make decisions without bias
- I explain clearly to colleagues and customers how these decisions will impact on service delivery

SO1 – SO2

- I proactively identify and reliably respond to challenges to improve customer satisfaction
- I communicate this to colleagues and customers effectively

Respect

Scale 4-6

- I am aware of the positive and negative impact I can and could make on colleagues and customers
- I am considerate when using and working with our resources, and take responsibility for managing them

SO1-SO2

- I can identify the impact of my work on colleagues and customers

CAMBRIDGESHIRE COUNTY COUNCIL

- I assess future needs and challenges, and put measures in place to meet these, appropriate to the groups affected.

Excellence

Scale 4-6

- I plan and anticipate changes in working practice
- I logically identify the best approach in continuing to meet my objectives and deliver excellent outcomes

SO1-SO2

- I respond to and tackle current and future challenges, providing solutions in the work I undertake