

Job Profile

Highways Customer & Emergency Services Officer – Depot Based

JE ID: Grade 5

Date reviewed: May 2025

About the Job: The Highways Customer and Emergency Service is a multi-channel, first point of contact service for a variety of internal and external customers. The team delivers a high-quality service across a diverse range of interests, assets and services on behalf of Gloucestershire County Council Highways. This is comprised of a centralised service area and four (4) separate regional management areas. The service is provided through various channels, including phone, email, web-based enquiries, and social media. Developments in technology will continue to underpin the work of the service.

The role of the Highways Customer and Emergency Service Officer is to assist the Manager and Team Leader of the Highways Customer & Emergency Service Team in delivering an efficient, accurate and consistent level of service to all contacts, including the range of key stakeholders, whilst ensuring that appropriate service delivery standards and procedures are implemented and maintained. The Depot Highways Customer & Emergency Service Officer will be based in one of the four regional management areas and will also be expected to provide administrative support to the Local Area Manager and regional Office/Depot based teams.

This is what we need you to do as a Regional Highways Customer & Emergency Service Officer

- Call handling – the primary aspect of the role is taking calls reporting emergencies on the highway and accurately recording these enquiries before reallocating them to the appropriate departments. The ability to engage with all customers in a courteous, prompt, and professional manner is essential.
- Engage with difficult or upset customers in a professional and courteous manner in line with corporate procedures. Utilise excellent written and verbal communication skills in accordance with agreed Customer Service standards and statutory procedures relevant to the service area. Respond to customer requests for a service or for information using appropriate digital resources to ensure the highest quality service is maintained.
- Case Management - Ensure that all enquiries are acknowledged and responded to in a consistent and timely manner (for the appropriate level of urgency) in line with GCC Service Standards. Taking ownership for case management & processed requests through to completion including progress chasing and liaising with colleagues.
- Create and accurately maintain all electronic records ensuring compliance with GDPR and the Data Protection Act for the Customer Service team and all partner services and agencies.
- To undertake a range of administrative support duties as required, for example inputting of records, creation, and maintenance of filing, recording and archiving systems, undertaking research and carrying out utility equipment searches.
- Undertake other duties related to the work of the organisation, as may be assigned by the team leader or line manager, which are consistent with the nature of the job and its level of responsibility.

Special Conditions

- Assist in the implementation of the organisation's equal opportunities objectives.
- To adhere to all organisation Health & Safety policies and procedures, and other policies and procedures applicable to employees.
- Must be prepared to work across the Highways Commissioning localities including the regional areas as required.
- The Depot Highways Customer & Emergency Service Officer will be based at one of the four regional management areas and provide some administrative and technical support to the Local Area Manager and regional Office/Depot based teams in addition to normal HCST duties. This may include face to face customer and stakeholder interaction.
- It is a requirement of the role that on completion of the training period, the successful candidate will attend Shire Hall, Gloucester, a minimum of twice a month to work within the main Highways Customer Service Team in order to facilitate continuing training and observe best practice in action. This attendance may be increased or decreased at managerial discretion.

Principal Contacts

- Manager & Team Leader for Highways Customer and Emergency Service Officer
- Internal and External customers/organisations.
- Area Manager and Local Area Teams
- Manager Programme Co-ordination, Highways Customer Services and Stakeholder Management
- Elected Members, Non-executive Directors, Trustees and Boards or equivalent.

Monitoring and ongoing development of outcomes

As part of the annual appraisal, outcome-based targets will be developed in conjunction with the post holder and will supplement this job profile. The job profile will be subject to regular review and the organisation reserves its right to amend or add to the accountabilities listed above.

The ideal candidate will have:

Essential Experience:

- Experience of providing information to people using a variety of communication channels including social media.
- Experience of investigating & recording accurate information using electronic databases and communication channels.
- Experience of working effectively with people who are distressed, confused or angry.
- Experience in working under pressure and dealing positively with complex, challenging, and stressful situations.
- Experience of working in an office and team environment.
- Effective monitoring and compliance with Information Security processes and controls.
- Evidence and experience of working with relevant IT software and hardware solutions in the workplace.
- Monitoring effective working practices, standards and systems for business programme management Balancing and achieving service and corporate objectives.
- Delivering effective communications to external & internal customers.

Essential Knowledge, Skills and Understanding:

- High level of IT literacy in Microsoft Office with proficiency in Word, Excel, Outlook, Teams and Windows Internet Browser.
- Excellent data input skills and the ability to directly and accurately input all electronic data in real time.
- Excellent verbal & written communications skills.
- Accurate numeracy skills.
- Creative problem-solving skills with a flexible and adaptable approach to challenges

Essential Behavioural:

- Proactive and positive attitude.
- Excellent interpersonal skills and ability to work as part of a team, setting high standards by example.
- Ability to work on own initiative and respond quickly to changing priorities.
- Thorough attention to detail.
- Ability to communicate effectively at all levels.
- Excellent time management and organisational skills.
- Commitment to team working across the service area.
- Willingness to learn with a personal commitment to continued self-development.
- Willingness to undertake training to support the delivery of new and or changing client services.
- Commitment to continuous improvement in service delivery.
- Ability to challenge constructively.
- Ability to influence, build effective relationships and negotiate with team members, client service representatives and other relevant partners.
- Flexible and adaptable.
- Outcome-focussed.
- Positive and open working style.

Education & Qualifications

Essential Diploma in Customer Services/Business Administration or appropriate equivalent qualification **OR** work experience **OR**

- Modern Apprenticeship in Customer Services **OR** equivalent qualification.
- Excellent level of literacy and numeracy evidenced by GCSE's and A-Levels/NVQ Level 3 in relevant subjects **OR** able to demonstrate equivalent qualification.

There are also a number of generic requirements that are applicable to all employees within the organisation. These can be found at the following link:

[\[http://staffnet.gloscc.gov.uk/index.cfm?articleid=8579\]](http://staffnet.gloscc.gov.uk/index.cfm?articleid=8579)