

Job Profile

Area Highways Representative

Grade: 7

Date created: November 2024

About the Job: To assist in the maintenance and management of the highway network by being the key point of contact between the Council and its maintenance contractors designing, specifying and communicating maintenance requirements; and to act as a point of contact for highways related enquiries, providing a high level of customer service.

This is what we need you to do...

- Act as the frontline customer interface for Highway related contact within a designated geographical area. Providing an excellent level of customer service to external customers and members through face to face, written and verbal communications;
- To develop and specify minor works maintenance schemes including designs, works ordering including setting out bills of quantity, putting together H&S and CDM work packs, and communication and coordination of works with maintenance contractors;
- To support the Area Highways Manager and Local Highways Manager with the overall delivery and management of the highways service, providing advice and support to colleagues and producing reports and recommendations on highway issues;
- To develop service-based relationships with other statutory, voluntary and private sector organisations to ensure that the Council fulfils its role in the community effectively;
- To monitor any activities within the public highway for compliance with current legislation, policy and ensure that adequate records are kept;
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- To identify highway maintenance, traffic engineering and construction works, as well as assisting in the identification and preparation of annual work programmes;
- To liaise and co-ordinate with partner contractors and organisations to manage maintenance work on the network;
- To carry out inspections and audits;
- To monitor and supervise winter maintenance and other emergency operations;
- Work with all the Highways team across the business to ensure a consistent approach to customer enquiries and requests. Managing conflicting demands and priorities in a professional manner;
- To participate and contribute as directed in corporate and strategic activities and/or cross-cutting projects.

Special Conditions

- Certain “out of hours” duties will be required in the normal course of duties including winter maintenance standby;
- You need to hold a current, full driving licence which is valid for driving in the UK;
- To participate in a rota system for enabling an out of normal working hours response including the winter maintenance function and out of hours emergency call outs and escalation as required.

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 council reserves its right to amend or add to the accountabilities listed above.

The ideal candidate will have...

Experience

- Relevant experience in highway maintenance civil engineering construction and/or integrated transport fields
- Proven record of experience within highways winter maintenance and emergency management
- Relevant experience of managing customer enquiries effectively and efficiently.
- Experience of providing support and guidance to colleagues.

Knowledge, Skills and Understanding

- Strong written and verbal communication skills
- Committed to excellence in customer service and able to objectively assess the standard of service with a drive to continued improvement
- Knowledge and experience of highway maintenance, civil engineering construction, traffic engineering and environmental maintenance
- Good political awareness and sensitivity
- Good understanding of health and safety and CDM requirements and the identification and specification of highway works.
- Understanding of highway materials is desirable
- Understanding of contract administration is desirable

Behavioural attributes

- Self motivated and able to motivate and develop others
- Ability to work under pressure and deal with emergency situations
- Ability to maintain effective partnership working
- Customer focused
- Diplomatic and able to deal with challenging customer interactions.
- Willing to work outside normal working hours and flexible approach to work
- Committed to further training as necessary
- Ability to manage and prioritise own workloads and to assist in the prioritisation of other team members work
- Self aware and able to alter style of interaction to suit different audiences

Education & Qualifications

- A good standard of general education to include Maths, English and an additional Science subject at GCSE pass level or equivalent
- The ability to work towards a recognised professional qualification in engineering HNC or similar level 4/5 qualification in an appropriate Engineering discipline

There are also a number of generic requirements that are applicable to all employees within the Council. There can be found at the following link:
<http://staffnet.gloscc.gov.uk/index.cfm?articleid=8579>