

Role Profile

Part A - Grade & Structure Information

Job Family Code	8BF	Role Title	Senior Works Communication Officer
Grade	PS8	Reports to (role title)	Works Communication Team Leader
		Directorate/School	Environment, Transport & Infrastructure
JE Band	269-313	Service/Department	Highways & Transport
		Date Role Profile was created	Mar-23

Part B - Job Family Description

The below profile describes the general nature of work performed at this level as set out in the job family. It is not intended to be a detailed list of all duties and responsibilities which may be required. The role will be further defined by annual objectives, which will be developed with the role holder. The Council reserves the right to review and amend the job families on a regular basis.

Role Purpose including key outputs	<p>'Based within the Highway Operations & Infrastructure Group this is an important, customer facing role supporting the provision of excellent customer service and communications.</p> <p>The Senior Works Communication Officer is part of a team that provides high quality customer information on all our highway works and seeks to continually improve how this is delivered.</p> <p>Communicating with all our customers both in advance of works, during and after using the most appropriate mediums.</p> <p>The works programmes are very extensive and often change at short notice, directly impacting on our customers. The role plays an important role in ensuring that highway works are effectively communicated to all stakeholders in a timely and professional manner. The post holder will assist with work in a customer focused technical area in order that statutory and policy compliance is maintained.</p>
Work Context	<p>The Highways & Transport service within the Directorate is responsible for ensuring the effective management, maintenance and improvement of all highway and transport assets. The highway is the most valuable asset managed by Surrey County Council with a replacement value of approximately £7.5bn and is critical to the economic growth of the County. It is regarded by Members and residents as one of the most important services provided by the Council. As such, the service manages significant financial, health and safety, and reputational risks.</p> <p>The service operates in an environment with significant political and resident engagement, and has daily contact with MPs, Cabinet members, backbench Members and residents.</p> <p>Excellent customer service is standard and the postholder will be expected to embrace this in their approach, ensuring the team put the customer at the heart of everything they do.</p> <p>Lack of or insufficient communication is consistently one of the biggest concerns from both Members and residents and the impact can be considerable on the reputation of the Service. The complexities of our own works programmes and those of other stakeholders (utility companies, developers etc) mean that managing and communicating the information in a quality format can be very challenging.</p> <p>As the Senior Works Communication Officer the post-holder will be required to provide sound advice, support and mentorship to the team to enable them to work collaboratively and maintain effective relationships with colleagues, members, customers, partner organisations, agencies and/or contractors.</p> <p>They will also be required to deputise for the team leader when required</p>
Line management responsibility if applicable	N/A
Budget responsibility if applicable	N/A

<p>Representative Accountabilities Typical accountabilities in roles at this level in this job family</p>	<p>Analysis, Reporting & Documentation</p> <ul style="list-style-type: none"> • Prepare and analyse management information, including financial reports / project plans, recommending actions as appropriate. • Maintain, develop and review business support systems, processes and procedures to secure a quality, cost effective service and continuous improvement. <p>Service Delivery</p> <ul style="list-style-type: none"> • Deliver a range of specialist services advising and assisting customers in area of expertise, to maximise service quality, efficiency and continuity. • Maintains knowledge of the organisation's current systems, policies and procedures. • Resolve issues/queries independently, recommend alternative solutions if unable to assist, and ensure efficient, day-to-day customer service is delivered. <p>Planning & Organising</p> <ul style="list-style-type: none"> • Monitor service objectives and standards within own area of work to ensure effective service delivery. • Plan and prioritise own work activities for the months ahead, to ensure operational efficiency. Respond effectively to changing demands, adjusting priorities as needed. <p>Finance/Resource Management</p> <ul style="list-style-type: none"> • Assist budget/resource management in accordance with the organisation's policies and procedures. • Maintains, develops and reviews financial support systems, processes and procedures. <p>Work with others</p> <ul style="list-style-type: none"> • Liaise, communicate and build relationships with other internal departments, customers, partner organisations, agencies and/or contractors to support and represent the team/service. • Undertake and coordinate projects and reviews in a defined area of activity to support and enhance service delivery. <p>People Management</p> <p>Either:</p> <ul style="list-style-type: none"> • Manage staff, allocating and prioritising their work and manage performance to secure efficient service delivery. • Oversee the work of others as the most experienced team member. <p>And/Or:</p> <ul style="list-style-type: none"> • Operate as an individual maintaining and improving operational efficiency and quality of service of own area. • May be recognised as the main point of contact for a particular specialised process, system or procedure or for a senior member of staff. <p>Duties for all</p> <p>Values: To uphold the values and behaviours of the organisation.</p> <p>Equality & Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity.</p> <p>Health, Safety & Welfare: To work alongside colleagues in the maintenance of a safe working environment reporting incidents, accidents, repairs and maintenance promptly and taking appropriate action as required. Adherence to safe working under the health and safety policy is required.</p> <p>To have regard to and comply with safeguarding policy and procedure as appropriate.</p>
<p>Education, Knowledge, Skills & Abilities, Experience and Personal Characteristics</p>	<ul style="list-style-type: none"> • Educated to 'A' level standard, or able to evidence ability at an equivalent level. • Professional business qualification to NVQ Level 4, or able to evidence knowledge and understanding of appropriate business disciplines; willingness to study for a relevant professional qualification if appropriate. • For some roles a relevant degree may be required. • Excellent IT skills. • Excellent written and oral communication skills with the ability to build sound relationships with customers, adapting styles to different situations. • High level administrative/organisational and analytical skills. • Ability to manage a range of projects through to completion. • Effective interpersonal, influencing and negotiation skills. • Practical experience and understanding of business supporting service teams and/or providing support to the public (where appropriate). • Experience of leading a team (where appropriate).
<p>Details of the specific qualifications and/or experience if required for the role in line with the above description</p>	<p>Ability and experience to guide and plan the work of junior staff</p> <p>Excellent communication skills and tenacity in gaining information from others and able to effectively communicate this knowledge in a timely manner</p> <p>Able to plan and prioritise own work for weeks ahead, and adjust priorities in response to changing demands as needed.</p> <p>Extensive experience of liaising across departments and developing strong relationships and networks</p> <p>Be the main point of escalation for complex customer enquiries and complaints</p> <p>Undertake reviews and projects to enhance service delivery</p>

Role Summary	Roles at this level may manage a straightforward operational activity or small team, provide specialist support services or they may be in the second year of a professional career development role. They have in-depth knowledge of methods, systems and procedures and possess practical understanding in one or more disciplines, for example finance, HR, communications, facilities, procurement. They are often process 'experts' seeking to deliver maximum efficiency within a defined process. A thorough knowledge of their own area or discipline is required although overall supervision from a more experienced professional is in place. They work collaboratively with customers, staff, partner organisations, agencies and/or contractors and play a major role in maintaining quality standards and/or engaging in project management.
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