

Role Profile

Part A - Grade & Structure Information

Job Family Code	5RT	Role Title	Information Assistant
Grade	PS5	Reports to (role title)	Highway Boundary Team
		Directorate/School	Environment, Transport & Infrastructure
JE Band	161-191	Service / Department	Highways & Transport
		Date Role Profile was created	Sep-21

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	To help and advise businesses and customers in matters relating to highway land, the status of roads and certain other highway matters, by meeting the targets in the Service and Group Plans and the County Council's statutory responsibilities in relation to local searches and other enquiries, the keeping of highway records and the National Street Gazetteer. Provides technical and administration support to the Highways Information Team.
Work Context	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. The service operates in an environment with significant political and resident engagement, and has daily contact with MPs, Cabinet members, backbench Members and residents. 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. The Highway Information Team sits within the Highways & Transport Service and provides accurate and timely responses to a variety of highway related enquiries and develops and maintains the systems to enable this. Working directly with: Legal and Insurance, Countryside, Transportation Development Planning, Driver and Vehicle Licensing Agency, Local business organisations, Property Developers, Members of the public and their representatives (mainly lawyers)

Line management responsibility if applicable	No line management responsibility
Budget responsibility if applicable	No budget responsibility
Representative Accountabilities Typical accountabilities in roles at this level in this job family	Planning & Organising • Contribute to scheme and project development by providing basic project support and effective organisation of meetings and activities. • Assess the range and volume of work to be undertaken for the days ahead and plan to ensure it is completed to time and to an appropriate standard. Policy and Compliance • Adhere to established processes, standards of service delivery and use of equipment to support any associated regulatory or technical compliance requirements. People & partnerships • Receive and respond to everyday enquiries from customers to provide a timely, courteous and efficient service. • Develop strong relationships with partners and stakeholders to deliver a timely and efficient service. Resources • Deliver a range of administrative and/or practical services in support of existing systems or processes to agreed standards, to maximise service quality and continuity. Analysis, Reporting & Documentation • Assist in the delivery of relevant assessments/ investigations. • Ensure information and records are processed and stored to agreed procedures. • Assist in providing and manipulating basic data for statistical and other reports. • May run and present standard reports. • Prepare and despatch a range of standard correspondence / documents to ensure an efficient response to enquiries and timely conclusion of any process connected with the defined area of activity. Duties for all Values: To uphold the values and behaviours of the organisation. Equality & Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity. Health, Safety & Welfare: To maintain high standards of Health, Safety and Welfare at work and take reasonable care for the health and safety of themselves and others. To have regard to and comply with safeguarding policy and procedure as appropriate.

Education, Knowledge, Skills & Abilities, Experience and Personal Characteristics	• Minimum 3 GCSEs at Grade C or above, or equivalent, or able to evidence ability at an equivalent level. • Willingness to undertake professional/vocational study where appropriate. • May be required to hold a certificate of competency in a defined area (E.g. First Aid at work) relevant to the role . • May be required to hold practical knowledge or experience relevant to the role. • Competent in a range of IT tools, including databases, email and MS Office. • Ability to work with others to provide excellent customer service. • Good written and oral communication skills with the ability to build sound relationships with staff and customers. • Able to prioritise and plan own workload in the context of conflicting priorities. • Experience of working in a busy office environment providing support to staff and/or the public. • Good numeric skill able to analyse relevant data and information.
Details of the specific qualifications and/or experience if required for the role in line with the above description	Ability to present information clearly. Interpretation of legal documentation. Ability to appraise technical information (reports and drawings).
Role Summary	Roles at this level typically provide a technical support or practical support service as part of a specific service or service team. They work within established processes and procedures, resolving problems or queries with the more complex issues referred to others. They support more senior staff by executing the detailed processes in specific aspects of the service area and will be fully versed in the procedures of their specialism. They will be subject to supervision but will be expected to organise their own workload and set their own priorities within short, e.g. day-to-day timescales.
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