

Role Profile

Part A - Grade & Structure Information

Job Family Code	7BF	Role Title	Works Communication Officer
Grade	PS7	Reports to (role title)	Works Communication Team Leader
		Directorate/School	Environment, Transport & Infrastructure
JE Band	228-268	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	<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 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. This requires post-holders to liaise, work collaboratively and maintain effective relationships with colleagues, members, customers, partner organisations, agencies and/or contractors.</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 reports/statistics/briefings to meet statutory/management information requirements. • Recommend improvements and support implementation to systems, processes and procedures, ensuring best practice is shared across the team. <p>Service Delivery</p> <ul style="list-style-type: none"> • Deliver a range of administrative and/or customer/consultancy services in support of existing systems or processes to agreed standards, to maximise service quality and continuity. May authorise transactions where appropriate. • Respond to and resolve enquiries and problems, judging when to pass on complex queries or involve others, to provide an effective service and clear advice to colleagues and customers. <p>Planning & Organising</p> <ul style="list-style-type: none"> • Provide comprehensive support to a group of senior staff, ensuring confidentiality, effectively organising internal and external activities/events to support the delivery of efficient services. • Plan and prioritise own work activities for the weeks 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"> • Maintain financial, and/or stock records, and review data to contribute to resource planning. <p>Work with others</p> <ul style="list-style-type: none"> • Maintain a network of contacts, drawing on support and advice from others to resolve problems. • Communicate and liaise with service users and/or external contacts, representing the team/service as required. • Support, coordinate and undertake research into a variety of projects in the defined area of activity to support achievement of team's objectives. <p>People Management</p> <ul style="list-style-type: none"> • May guide and/or supervise junior staff in their duties to facilitate their development and ensure service quality standards are maintained. <p>Duties for all</p> <p>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 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. 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 or equivalent, or able to evidence ability at an equivalent level. • Relevant HR, Management, business administration or financial qualification to NVQ Level 3/4, or able to evidence knowledge and understanding of relevant disciplines. Willingness to study for a relevant professional qualification if appropriate. • For some roles a relevant degree may be required. • Good IT skills. • Ability to work with others to achieve objectives and improve customer service. • Good written and oral communication skills with the ability to build sound relationships with customers to improve customer service. • High level administrative/organisational and analytical skills. • Ability to prioritise and plan own workload in the context of conflicting priorities and work on own initiative. • A methodical approach to information gathering, recording and reporting. • Previous relevant work experience. • Experience of maintaining and improving business/ database systems/secretarial processes and systems (as appropriate).
<p>Details of the specific qualifications and/or experience if required for the role in line with the above description</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>Be familiar with using a range of communication tools, including websites and social media.</p> <p>Able to plan and prioritise own work for weeks ahead, and adjust priorities in response to changing demands as needed.</p> <p>Evidence of participation in adopting lessons learnt that supports excellent standards of service, innovation, partnership and continuous improvement; recommending improvements to systems, processes and procedures, and ensuring best practice is shared across the team.</p>
<p>Role Summary</p>	<p>Roles at this level provide a comprehensive business support service in a defined service or functional area, or provide specialist support services. Many will possess technical rather than professional expertise in the main disciplines, or have substantial experience of administrative procedures to enable them to guide and advise others. There will be minimal day-to-day supervision, but clear guidance is available. The roles will plan for the weeks ahead and prioritise to accommodate non standard work. They often require understanding of complex procedures and support systems, and the ability to allocate workload and react to changing priorities. Although most work will follow established patterns, initiative is needed to handle processes and resolve problems and queries based on experience and judgement, mainly without reference to others. These roles may work alone instead of as part of a team, or the system or process used may require specialist knowledge or experience. Some roles involve supervision of staff, others involve undertaking specialist functions or the provision of a broad comprehensive business admin services which may include coordinating activities, different customer and service users.</p>

<p>Reference Number</p>	<p>BM-2021-561</p>
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