

Role Profile

Part A - Grade & Structure Information

Job Family Code	7RT	Role Title	Highways Customer Officer
Grade	PS7	Reports to (role title)	Senior Highways Customer Officer
		Directorate/School	Environment, Transportation & Infrastructure
JE Band	228-268	Service / Department	Highways & Transport
		Date Role Profile was created	May-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	This is an important front facing role and will be the focal point for most general highway enquiries. The role will be varied with different challenges each day, enquires can range from flooding and safety defects to highway license applications. The postholder will always be expected to uphold excellent customer care standards and communicate directly with a range of stakeholders, including residents and elected Members. Reporting to the Senior Highways Customer Officer, they will be part of a team which needs to be flexible and deal with issues as they arise over a wide geographical area. It is expected the team will be the eyes and ears on the ground and support significant or emergency event.
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 engagement, and has daily contact with MPs, Cabinet members, backbench Members and committees. The post holder will have a comprehensive understanding of highway matters and their impact on the public. They are required to take a pro-active approach to communicating with customers in order to promote the work of Highways & Transport and enhance the public appreciation of the statutory framework, financial constraints and engineering standards within which it operates. In this, they will be supported by the Customer and licensing teams The post holder will need to work closely with the Highways Maintenance Team to ensure issues are dealt with according to policy and procedures. While not directly responsible for the contractor, they are expected to monitor the progress of work as required. The work requires a considerable amount of time working in the field, making highway site visits, using mobile technology to access information and a proportion of the time working from the office. This will involve meetings with residents, businesses, Members, contractors and other organisations and services. Knowledge and practice of current site safety procedures and guidance, as well as temporary traffic management is essential.
Line management responsibility	No line management responsibilities.
Budget responsibility	Outputs will affect the Directorate's ability to ensure value for money and achieve efficiencies.

Representative Accountabilities Typical accountabilities in roles at this level in this job family	Planning & Organising • Plan and prioritise own work activities for the weeks ahead, to ensure operational efficiency. - Respond effectively to changing demands, adjusting priorities as needed. Policy and Compliance • Assist with work in a relevant technical or regulatory area in order that statutory and policy compliance is maintained. People & partnerships • 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. • Guide and/or supervise junior staff in their duties to facilitate their development and ensure service quality standards are maintained. • Communicate and liaise with service users and/or external contacts, representing the team/service as required. Resources • May assist in the management of a small budget or recovery of income. Analysis, Reporting & Documentation • Collate data, prepare reports/statistics to meet statutory/management information requirements. • Recommend improvements and support implementation to systems, processes and procedures, ensuring best practice is shared across the team. • Support, coordinate and undertake research into a variety of projects in the defined area of activity to support achievement of team's objectives. 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: Responsible for ensuring health and safety policies, procedures and legislation are implemented, communicated and managed including making sure that health and safety responsibilities are fully understood and carried out by employees within their service area. To have regard to and comply with safeguarding policy and procedure as appropriate.
Education, Knowledge, Skills & Abilities, Experience and Personal Characteristics	• Educated to A level, HNC or equivalent, or able to evidence ability at an equivalent level, and/or relevant vocational qualification (level 3/4 QCF). • Knowledge of relevant technical area including, where appropriate, relevant practical skills. • For some roles a relevant degree may be required. • Good IT skills, including MS Office and database management systems. • Good written and oral communication skills with the ability to build sound relationships with customers and explain technical issues to non technical people. • Ability to prepare and present reports in a logical and digestible format. • High level administrative, analytical and organisational skills. • Able 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. • Typically previous work experience in a relevant environment.
Details of the specific qualifications and/or experience if required for the role in line with the above description	Good standard of Secondary Education. New Roads and Street works Act accreditation (or equivalent, training can be provided for this). Suitable qualification (such as City & Guilds) in Highways and Inspection & Monitoring (training can be provided). Ability and willingness to undertake County Council internal training scheme. Evidence of continuous personal and professional development. Full valid driving license.

Role Summary	Roles at this level typically provide specialist support services. Many will possess technical rather than professional expertise in the main disciplines. There will be minimal day-to-day supervision, but clear guidance will be 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 more specialist knowledge or experience. Graduate trainees start at this level.
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To be completed by JE Coordinator

Reference Number	BM-2021-248
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