

**Job Description**  
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Job Title:	Local Highway Officer
Directorate:	Place & Sustainability
Service:	Highways Maintenance
Reports to:	Local Highways Area Manager
Grade:	Scale 5 – S02
Hours:	37
POSCODE	CCC2648

**Overall purpose of the job**

**Please write one or two sentences about why the job exists. Focus on the achievement of the key end results of the job.**

To provide community engagement through liaison with Local Members, Town and Parish Councils and the Public. Act as an initial contact for enquiries about highways issues. To provide an initial assessment and decide on how the service best deals with minor maintenance and other issues relating to Highways matters. The role will prioritise, organise and order minor maintenance activities providing a conduit to and from Local Members and Town and Parish Councils ensuring updates on the progress and actions from other technical teams are provided in a timely manner.

The role will work closely with technical teams across the Highways and Transportation Service to ensure enquiries are responded to and closed off.

The Local Highways Officer will work within a defined area and be based within one of two Local Highways Teams within the Highways Maintenance Group.

**Main accountabilities**

**Please list the accountabilities in descending order of priority. Please include 6-9 accountabilities.**

<b>PRINCIPAL ACCOUNTABILITIES</b>	
1	<p>Support and inform Local Members, dealing with Local Member enquiries in a timely manner.</p> <p>Engagement with Town and Parish Councils on highways issues ensuring responses and actions are carried out.</p> <p>Be the first point of contact for public enquiries undertaking investigation and ensure necessary minor works are undertaken directly via works orders or dealt with by technical teams.</p> <p>The Local Highways Officer will work to the Highways Operational Standards and within Highways Service and wider Council Policies.</p>

2.	Ensure Local Members and the local community are kept informed of the progress of enquiries and issues. Dealing with queries sympathetically and within agreed response times.
3.	Assist the Local Highways Managers dealing with escalated issues and supporting the overall service delivery.
4.	Assist in ensuring more complex enquiries and issues are managed within the communities they affect by working with appropriate teams within the Highways service
5.	Assist in the identification and where appropriate assessment of assets for inclusion in more major highways maintenance programmes.
6.	Provide an initial response and determine appropriate actions on minor enforcement issues, working closely with the Enforcement Officer.
7.	Assist with the monitoring of minor works quality within their assigned area and ensure poor quality works are rectified through engagement with technical teams and working with their line manager.
8.	Assist in monitoring works when on site to ensure compliance with relevant health and safety and technical specifications.

### Person Specification

#### Qualifications, knowledge, skills and experience

Minimum level of qualifications required for this job

Qualifications Required	Subject	Essential/ Desirable
Educated to GCSE level	Maths, English & Science	Essential
NVQ L3 or willing to work towards this through apprenticeship route	Civil Engineering, Community and customer engagement or related subject	Desirable
A relevant <i>associate</i> professional membership e.g. ICE IHE CIHT IAM CMI APM		Desirable
NRSWA qualification		Desirable

Minimum levels of knowledge, skills and experience required for this job

Identify	Describe	Essential/ Desirable
<b>Knowledge</b>		
Legislation	Working knowledge of Health and Safety, Construction Design and Management Regulations.  Working knowledge of highway legislation	Desirable  Essential
Engineering	Understanding of highways maintenance processes and techniques understanding of highways legislation in relation to	Essential

	administration and management.	
Partnership Working	An understanding of how to manage the needs of a diverse set of stakeholders	Desirable
Local Government	An understanding of the complexities of local government and the matters affecting it	Desirable
<b>Skills</b>		
Project management	Ability to prioritise and manage own workload	Essential
	Practical experience in the day to day maintenance of highways	Desirable
<b>Experience</b>		
Local Government	Experience of working with local members.	Desirable
	Commitment to public services and local democracy	Essential
Partnership Working	Experience of working with locally elected politicians and ensuring that outcomes align with broader political priorities.	Desirable
	Experience of working with external partners, consultants and contractors.	Desirable
Communication	Good communication and interpersonal skills	Essential
Finance and Resource Management	Understanding of spreadsheet and database packages	Essential
	Understanding of local government finance	Desirable
Technical Based role	Experience working in construction /building/ automotive using the tools of the sector etc.	Essential
Climate Crisis and Nature Recovery	Knowledge and understanding of climate change, nature recovery and achieving net zero.	Desirable
Flexibility	Have the ability to visit offices and sites, when necessary, where public transport is limited.	Essential
	Have the ability to visit and inspect sites which may have difficult access.	

	Be able to attend meetings out of hours when necessary  Flexible in hours of work	
Equal opportunities	Ability to demonstrate awareness/understanding of equal opportunities and other people's behaviour, physical, social and welfare needs	Essential

### Disclosure level

What disclosure level is required for this post?	<b>None</b>	

### Work type

What work type does this role fit into?		<b>Flexible</b>		
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**Post: Local Highway Officer- (Progression criteria)**

**The pay range for the Local Highway Officer role is Grade 5 to S02.**

Appointment is on Grade 5/6, unless they already have met the criteria for the higher grades through working in a similar role elsewhere.

**Grade 5**

- Basic understanding of highways and associated legislation
- Experience in a technical based role which provided. Operational highways maintenance
- Good communications skills and experience with customers

Attend or undertake work in the following areas ensuring that any learning is applied to the outcomes relevant for Local Highways Officers:

- Highways law short course
- NRSWA certificate – basic level
- Highways Inspectors course IHIE
- Customer or community engagement course
- Understanding Construction, Design and Management regulations
- Highways Operational Standards training

Above along with good personal performance i.e. hitting all Our Conversations targets get them to Grade 6.

**Grade 6**

- External highways risk management course (this can be a stand-alone course or be covered as part of another training course)
- Highways drainage law course
- Road signs and road markings course
- Active travel course
- Tree management short course

Above along with good personal performance i.e. hitting all Our Conversations targets get them to SO1.

### **SO1**

- Undertake HNC in highways maintenance/ civil engineering
- Community engagement or local government level 3 qualification or Eng Tech qualification in highways.

Above along with good personal performance i.e hitting all Our Conversations targets get them to SO2.

### **SO2**

- Specific courses as agreed by manager to carry on personal development.
- Responsible for the full life cycle of queries; investigating, planning the response, carrying out the fix and evaluating it's fit for purpose. We'd expect them to take on issues for a whole area e.g., a review of the pedestrian crossings in the whole of the North of the county as opposed to their patch in the county and be responsible for the life cycle of that project.
- Act as a mentor to an apprentice or colleague

Learning undertaken from the above courses/certificates must be evidenced in the Our Conversation meeting on how this links to specific outcomes for this role. As an LHO progresses through the grades they will be required to take on larger scale tasks and projects delivering them with reducing levels of supervision and guidance. At SO2 they will work with minimum input and supervision and undertake area wide projects to support the wider service delivery outside of their allocated geographical area