**Job Description**

|  |
| --- |
| Job Title: Highway Records Officer |
| POSCODE: 20662690 |
| Grade: Scale 5 - SO2 |

**Overall purpose of the job**

To deliver services which contribute effectively to the quality of life for the people of Cambridgeshire

To interpret asset records to enable the Highway Authority to provide accurate responses to CON29 enquiries of the local authority, highway boundary enquiries, and other general highway records queries.

To maintain an accurate record of the extent of publicly maintained highway and associated road adoption records to comply with Statutory Duties.

To assist with the maintenance and enhancement of the authority’s Local Street Gazetteer.

To assist in the management, development, commissioning and maintenance of the County Council’s highway asset records to support effective prioritisation with limited resources and value for money.

To provide professional and technical advice, support and capacity in relation to delivering the Council and Directorate’s objectives through joined-up service planning, community engagement and the flexible use of resources.

**Main accountabilities**

|  |  |
| --- | --- |
|  | **Main accountabilities** |
|  | **Customer and Service Focus**  Deliver customer-oriented services to ensure that Highways searches requests are responded to within published timeframes in order to meet the needs of local communities, businesses, colleagues and elected members as required by the Service Plan.  Implement strategies to assist and advise local communities and businesses in regard to the management, development, commissioning and maintenance of the County Council’s highway assets and records.  Organise and oversee the delivery of services within the business area in order to ensure customer focussed and cost-effective solutions  Communicate clearly and appropriately with different audiences and ensure that highway records and related processes are presented in a helpful and useful manner to customers and partners.  Monitor and evaluate the performance of activities within the service area and make recommendations to managers in relation to improvements required.  Secure the recovery of costs as appropriate for work undertaken by the Highway Records team, as defined by the team’s Schedule of Charges and Access to Information. |
|  | **Service Expertise**  Provide professional expertise and capacity to the service  Take a lead on aspects of service expertise in order to be able to provide support and guidance to colleagues and to deal with enquiries, concerns or complaints that require specific knowledge and expertise.  Investigate and determine responses to and provide information on highway related issues and traffic proposals for general highway search enquiries and to answer CON29 questions.  Prepare, maintain and improve highway records to ensure an accurate definitive record of the public highway exists, in both paper and electronic format.  Determine extent of highway boundaries and other supplementary questions for internal and external customers, providing written responses to requests and undertaking site meetings/assessments as required. Develop and maintain knowledge and contribute to regional and local developments relating to the service in order to ensure its continuing effectiveness.  Impart knowledge and expertise of Highway records through mentoring and coaching other staff in order to develop a broad skills base amongst the team.  Provide highways records expertise in order to support the delivery of new highway developments undertaken by the authority, and ensure the completed developments are appropriately added to the authority’s highway record.  Support the management of the authority’s Local Street Gazetteer (LSG), including the recording of new streets, maintenance responsibilities, classifications and special designations, as well as undertaking the monthly submission of data to the National Street Gazetteer (NSG).  Identify future development and areas of concern relating to the business area and work collaboratively with the management team and appropriate other officers to identify appropriate resolution or action.  Undertake effective monitoring to ensure that the delivery of the service meets the expectations and needs of the County Council and its communities, especially for those customers who are vulnerable or who have particular needs.  Monitor and advise responsible managers on whether all necessary measures are incorporated in the service to minimise and mitigate any adverse impact on the authority, the environment, or local communities.  Liaise with colleagues across the directorate and the Council to ensure the service is delivered in the most efficient, effective and co-ordinated manner.  Use Geographic Information Systems (GIS) to maintain, update and enhance the authority’s highway records, to share data with colleagues and partners, and to answer CON29 and general highway enquiries.  Ensure that legislation, policies and processes related to highway records management are adhered to by the Highway Records team and are made clear to customers, colleagues and partners where appropriate. |
|  | **Partnership working and co-operative working**  Develop and promote partnership working with a range of stakeholders in order to achieve service objectives  Develop effective internal and external partnerships and work with a range of stakeholders including other authorities and key organisations in Cambridgeshire in order to ensure that asset and records management is delivered with the maximum effectiveness and efficiency  Exchange relevant information with internal and external stakeholders and organisations in order to ensure a mutual awareness and understanding of key issues  Liaise with Highways Maintenance Service and wider Place & Sustainability colleagues across the Directorate to support the delivery of new highway schemes and to develop and implement effective systems to deliver services that meet the needs of our customers. |
|  | **Project Management and Joint Working**  Support the planning, organisation and implementation of systems and processes for the delivery of effective project management within the Highways Service  Co-ordinate, support and/or lead projects, initiatives and events ensuring active engagement by identified participants and ensuring that objectives are delivered within required quality, time and budget targets  Assist in the review, development and writing of plans, policies, reports and user guides in order to ensure that they are current and fit for purpose  Maintain and operate systems to ensure up to date information is collected and stored and identify areas where information is missing and report to the Manager with appropriate recommendations.  Undertake project work to enhance the authority’s highway record, either through digitisation of paper materials, enhancement of digitised records or improved data management using GIS and the LSG.  Supervise any services commissioned in order to ensure cost-effective outcomes in line with agreed specifications.  Assist, where required, with the preparation and implementation of new or updated processes or systems to ensure effective operation. |
| 5 | **Advice and Support**  Provide advice to customers, colleagues, partners and key stakeholders in relation to the expertise and activities of the Highways and Transport Service in order to facilitate effective joined-up working  Provide advice and training to other colleagues in the Directorate when required. |
| 6 | **Representation, Communications and Liaison**  Represent Asset Management, Design & Delivery Team and the Highways Service group at meetings with internal and external stakeholders in order to ensure effective communications.  Support effective communications between the business area and its customers, partners and key stakeholders in order to ensure that they are kept informed of progress and queries are dealt with sympathetically and within agreed response times.  Contribute to the wider work and business areas of the Place and Sustainability directorate through participation in working groups, as appropriate.  Ensure that any wider Cambridgeshire County Council issues encountered are fed back to the appropriate team |
|  | **Equality and Diversity**  Demonstrate an awareness and understanding of equality, diversity and inclusion.  Ensure that service strategies, policies and provision have regard to equality, diversity and inclusion. Monitor the Asset Management, Design & Delivery Service’s contribution to equality, diversity and inclusion. |

**Person Specification**

**Qualifications, knowledge, skills and experience**

Minimum level of qualifications required for this job

|  |  |  |
| --- | --- | --- |
| Qualifications Required | **Subject** | **Essential/**  **Desirable** |
| 5 GCSE or equivalent  HNC or HND BTEC, A levels, or equivalent | Grade C or above  Grade C or above/or equivalent | Essential  Essential |
| Evidence of continued personal/professional development | In a relevant discipline area  Local Property Searches, or directly linked experience | Essential  Desirable |
| Degree or professional qualification | Relevant to discipline area e.g. geography, history, law | Desirable |

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

|  |  |  |
| --- | --- | --- |
| Identify | Describe | Essential/Desirable |
| **Knowledge** |  |  |
| Service Knowledge | Knowledge and demonstrable experience of working in a service related to Highways or Transportation services, or working in records management | Essential |
|  | Good, detailed understanding of the purpose and working of the Highways Service or of asset management | Desirable |
| Legislation | Good knowledge and experience of working with legislation and within statutory frameworks | Essential |
|  | Good knowledge and understanding of the Local Land Charges Act 1975, Town and Country Planning Act 1990 and The Highways Act 1980, particularly Section 38 and Section 278 | Desirable |
|  | Good knowledge of the structure and organisation within the business area at local and national level | Desirable |
| Project management | Sound knowledge and understanding of project management principles and experience of having utilised them – either by contributing to or managing projects. | Essential |
| Communication | Knowledge and experience of representing a business area to key stakeholders | Essential |
|  | Knowledge and experience of providing technical advice to partners and key stakeholders, many of whom may not have a technical background. | Essential |
| **Skills** |  |  |
| Planning & organising | Ability to plan and organise and to ensure that deadlines and agreed quality, time and cost targets are met | Essential |
|  | An ability to read and interpret paper and computerised maps | Essential |
| Team work | Ability to work as part of a team and lead key areas of work | Essential |
| Initiative | Ability to work on own initiative and to ensure that service objectives are achieved | Essential |
|  | Able to think quickly and make clear decisions | Essential |
|  | Able to consistently give good attention to detail | Essential |
| Prioritisation | Ability to prioritise workload | Essential |
|  | Ability to work under pressure and meet tight deadlines | Essential |
| Intellect | Logical reasoning and analytical skills with an ability to identify and resolve issues effectively and to document the reasons for decision making | Essential |
| Interpersonal skills | Excellent interpersonal skills | Essential |
|  | Sound diplomacy skills | Essential |
|  | Ability to remain calm when under pressure | Essential |
|  | Ability to compile, collate and present data in a clear and logical way | Essential |
|  | Ability to produce clear technical reports and documents that draw on all available information and lead to logical conclusions to complex questions | Desirable |
| Negotiation | Ability to negotiate with stakeholders | Essential |
| IT | Demonstrable ability to use standard IT systems and packages | Essential |
| Flexibility | Ability to adapt and willingness to get involved in a variety of activities | Essential |
|  | Flexibility to work outside normal office hours | Essential |
|  | Ability to travel and be able to reach locations where public transport may be limited | Desirable |
| Development | Commitment to continuous service development | Desirable |
|  | Commitment to ongoing personal and role development | Essential |
|  | Ability to work in a safe manner | Essential |
| Equality, Diversity and Inclusion | Ability to demonstrate awareness and understanding of equality, diversity and inclusion and how this applies to this role. | Essential |
| **Experience** |  |  |
| IT | Experience of working with Geographic Information Systems (GIS) | Desirable |
| Delivery | Demonstrable track record of successful working in a related service delivery role | Essential |
|  | Knowledge and experience of delivering services in line with an agreed Service Plan and Service Level Agreements | Essential |
| Enquiries and Complaints | Experience of dealing with and responding to complex enquiries and complaints | Essential |
| Coaching staff | Experience of imparting knowledge to other staff | Essential |
|  |  |  |

|  |  |  |
| --- | --- | --- |
| What disclosure level is required for this post? | **None x** | Standard |
| Enhanced | Enhanced with barred list checks |

**Work type**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| What work type does this role fit into? (tick one box that reflects the main work type, the default work type is hybrid) | Fixed | **Hybrid**  **x** | Field | Remote | Mobile |