

Job Description

Job Title: Senior Highway Maintenance Officer POSCODE: TBC Grade: P1
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Overall purpose of the job

To take responsibility for reactive highway maintenance activities in one of five districts, including the inspection of the highway network, investigation of faults and ordering of repairs. By fulfilling this role, the Senior Highway Maintenance Officer is accountable for ensuring the highway network is managed and maintained in a safe manner.

The role includes management responsibilities for a team of officers who will respond to customer reported defects on the highway network, which includes public rights of way, and routinely inspect the network to identify locations in need of intervention. The Senior Highway Maintenance Officer will support, train, and advise this team and act as a point of escalation for complex cases.

Examples of faults and incidents the team will need to respond to include, but are not limited to, potholes, highway flooding, fallen trees, damaged road signs, damaged kerbs, faded white lining and minor enforcement items.

The Senior Highway Maintenance Officer must provide community engagement and work in collaboration with the Area Maintenance Manager to ensure that our customers and stakeholders are kept informed of relevant highway works. They will also need to ensure a culture of accountability, professionalism and excellence is instilled within their team.

Main accountabilities

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

	Main accountabilities
1.	<p><u>Line management</u></p> <p>Manage a team of officers who are at the front end of responding to highway faults and inspecting the highway network to ensure it is safe and fit for purpose. In line managing these officers, the post holder will be responsible for their training and provide them with the necessary support to carry out their roles to a high standard. The post holder will also act as their initial escalation route for problems which they cannot resolve by themselves.</p> <p>The post holder will need to carry out regular spot checks of the officers in their team to ensure a consistent standard of work is being adhered to throughout. This will include the need for regular shadowing of Highway Maintenance Officers.</p>
2.	<p><u>Setting rotas</u></p> <p>Oversee a rota of highway inspections to ensure all highway within a defined geographic area is inspected at a frequency set out in the County's Highway Operational Standard.</p> <p>Manage resource and annual leave requests to ensure that all statutory services can function throughout the year. Ensure that there is appropriate cover in place during periods of annual leave. This will include the need for the post holder to cover for other more junior officers in the team.</p>
3.	<p><u>Document management</u></p> <p>Ensure inspection records are methodically completed and properly stored and filed so that they can be used as an evidence based against claims for vehicle damage or injury.</p>

	Assist in the compiling of information needed to respond to Freedom of Information requests.
4.	<p><u>Fault investigation & repairs</u></p> <p>Work with Highway Maintenance Officers in assisting them with fault investigation, scoping of repairs, costing of works and placing of orders. Scoping of works must be undertaken in line with national guidance and local policy and standards, while placing orders will require engagement and negotiation with our term services provider.</p>
5.	<p><u>Collaboration</u></p> <p>Build good working relationships with other internal teams and leading on their engagement on specialist matters e.g., engaging the County's Flood & Water team where a highway is being flooded from third party land or engaging Street Lighting where damage is incurred on a lighting asset. Provide other teams with assistance where it is required.</p> <p>Develop and maintain effective relationships with elected members, other officers, key stakeholders, and customers. Support elected members, Town, and Parish Councils.</p>
6.	<p><u>Minor highway enforcement</u></p> <p>Investigate suspected enforcement cases where a breach of the Highways Act 1980 (or other key highway and transport legislation) may have occurred and where needed, carry out initial enforcement actions following a set process. Examples of enforcement cases include mud being deposited on the highway, unauthorised works in the highway and encroachment of highway verge by fencing or vegetation.</p> <p>Where resolutions are not forthcoming, escalate to a dedicated Enforcement Area.</p>
7.	<p><u>Monitoring of works</u></p> <p>Carry out spot checks of highway repair works undertaken by our term service provider and ensure that the works have been included in line with the scope provided and that the workmanship is to an acceptable standard. Where works are not acceptable, this needs to be reported to the Area Maintenance Manager.</p> <p>Also check works are being undertaken in compliance with all relevant health and safety guidance and legislation.</p>
10.	Demonstrate an awareness and understanding of equality, diversity and inclusion.
11.	Ability to contribute to our organisational commitment to becoming a Net Zero organisation by 2030.

Person Specification

Qualifications, knowledge, skills and experience

Minimum level of qualifications required for this job

Qualifications Required	Subject	Essential/ Desirable
Degree in a relevant discipline or equivalent experience.	Civil Engineering, Construction or Highway Engineering.	Essential

A relevant professional membership e.g., ICE, IHE, CIHT		Desirable
NRSWA Streetworks supervisor training course		Desirable

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

Identify	Describe	Essential/ Desirable
Knowledge		
Highway guidance & standards	<p>Knowledge of highway design, project management techniques, construction, maintenance and drainage.</p> <p>This knowledge needs to be informed by industry best practice, national standards and design guides e.g. the Design Manual for Road and Bridges / the Manual of Contract Documents for Highway Works.</p>	Essential
Legislation	In depth knowledge of relevant highway legislation (e.g., Highways Act 1980, New Roads & Street Works Act 1991, Road Traffic Act 1988).	Essential
Local Government	An understanding of the complexities of local government and the matters affecting it.	Desirable
Skills		
Communication & organisation	<p>Excellent set of interpersonal and communications skills.</p> <p>Ability to prioritise competing demands in an organised and structured manner.</p>	Essential
Problem solving	Ability to investigate issues, identify and implement solution.	Essential
IT	Comprehensive knowledge of and ability to use IT applications including Microsoft Word, Excel, Team and email.	Essential

Design	Ability to design highway works in line with national guidance and industry best practice.	Desirable
Experience		
Technical base	Experience working in highway or construction sectors.	Essential
Customer focus	Prior experience working with a diverse group of stakeholders or customers, particular with groups who have competing priorities and agendas.	Essential
Construction	Experience physically undertaking highway maintenance or construction works.	Desirable
Other		
Equality, Diversity and Inclusion (applies to all roles).	Ability to demonstrate awareness and understanding of equality, diversity and inclusion and how this applies to this role.	Essential
Net Zero (applies to all roles).	Ability to contribute towards our commitment of becoming a net zero organisation.	Essential
Flexibility	Have the ability to visit offices and sites, when necessary, where public transport is limited. Have the ability to visit and inspect sites which may have difficult access.	Essential

Disclosure level

What disclosure level is required for this post?	None	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	Field	Remote	Mobile
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