

Job Description

Job Title: Highway Records Officer

Grade: CCC 5-6

Overall purpose of the job

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

To undertake records maintenance and respond to enquiries, including CON29 searches, highway boundary queries, and general highway records questions.

To maintain accurate records of the extent of publicly maintained highway and associated adoption records to comply with statutory duties, analyse records and visit sites as needed to provide authoritative highway boundary information as needed.

To provide professional and technical advice, support, and information in relation to delivering the Council and Directorate's objectives.

Main accountabilities

Main accountabilities	
1.	<p><u>Service Expertise and Records Management</u></p> <ul style="list-style-type: none"> • Undertake records maintenance and respond to enquiries, including CON29 questions and highway boundary investigations. • Attend site visits where necessary to determine the highway boundary. • Prepare, maintain, and improve highway records in both paper and electronic formats. • Use Geographic Information Systems (GIS) to maintain and update highway records. • Support work to update, manage and submit the Local Street Gazetteer as directed by managers. • Develop knowledge of relevant legislation and processes to support provision of well-informed, professional advice and services to colleagues and customers. • Use highway records knowledge and expertise to support delivery of new highway schemes undertaken by the authority. • Ensure newly delivered highway schemes and road adoptions are recorded on the Council's digital and spatial databases. • Support other staff to foster a broader understanding of highway boundary law and principles, to enable more efficient decision making by colleagues. • Ensure that legislation, policies and processes related to highway records management are adhered to and are made clear to customers, colleagues and partners where appropriate. <p>Support the Highway Records and Definitive Map Lead in delivery of prioritised workstreams or projects.</p>

2.	<p><u>Communication and Customer Focus</u></p> <ul style="list-style-type: none"> • Deliver customer-oriented services to ensure that highway search requests are responded to within published timeframes. • Communicate clearly and appropriately with different audiences, including members of the public, commercial customers, elected representatives, and business partners. • Make recommendations to managers about service delivery and/or enhancements. • Secure recovery of costs for work undertaken by the Highway Records team. • Provide advice to customers, colleagues, and partners on highway records and related matters.
3.	<p><u>Partnership and Cooperative working</u></p> <ul style="list-style-type: none"> • Liaise with internal and external stakeholders to ensure effective service provision, including supporting the delivery of new highway projects. • Represent the service to members of the public, commercial customers, elected representatives, and business partners. • Work collaboratively with other County Officers to proactively and pragmatically resolve highway management and maintenance issues by determining asset responsibilities and supporting enforcement processes where necessary.
4.	<p><u>Projects</u></p> <ul style="list-style-type: none"> • Support as required the planning, organisation and implementation of systems and processes for the delivery of effective project management within the Asset Management, Design and Delivery service. • Assist, where required, with the preparation and implementation of new or updated processes or systems to ensure effective operation. • Manage own projects through to completion.
5.	<p><u>Financial</u></p> <p>Monitor own workload to ensure recovery of costs for CON29 searches and highway boundary enquiries, or where supporting delivery of capital projects and responses to Nationally Significant Infrastructure Projects.</p>
6.	<p>Demonstrate an awareness and understanding of equality, diversity and inclusion.</p>
7.	<p>Ability to contribute to our organisational commitment to becoming a Net Zero organisation by 2030.</p>

Person Specification

Qualifications, knowledge, skills and experience

Minimum level of qualifications required for this job.

Qualifications Required	Subject	Essential/ Desirable
A levels, or equivalent experience	3x pass, or equivalent experience in a records management/asset management role in a related field (eg, highways, planning, archiving, legal)	Essential
Degree or relevant 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		
Legislation	Outline understanding of highway searches or CON29 process	Essential
Service expertise	Basic understanding of highway records and asset management principles.	Essential
Legislation	Knowledge of relevant legislation, practices, and processes (eg, Highways Act 1980, Local Land Charges Act 1975)	Desirable
Fieldwork	Working knowledge of Health and Safety practices and an understanding of the principles of fieldwork and site surveying.	Desirable
Local Government	Awareness of local government structures and processes related to highways and infrastructure	Desirable
Local Government	Knowledge of Local Street Gazetteer and related processes/requirements	Desirable
Digital systems	Familiarity with Geographic Information Systems (GIS) and digital mapping tools.	Desirable

Skills		
Professional development	Ability to independently learn and develop knowledge	Essential
Accuracy	Strong attention to detail and accuracy.	Essential
Planning	Good organisational skills: ability to plan, prioritise, and meet deadlines.	Essential
Problem solving	Logical reasoning and analytical skills.	Essential
IT skills	Competent in standard IT systems (Word, Excel, email).	Essential
Digital Systems	Capable of using Geographic Information Systems (GIS) to manage and update records	Essential
Communication	Clear and professional communication skills for dealing with customers and colleagues.	Essential
Mapping	Capable of identifying, mapping and setting out legal and physical boundaries	Essential
Teamwork	Ability to work independently or as part of a team	Essential
Experience		
Professional experience	Experience of customer service in a technical or administrative environment, providing advice and responding to enquiries within established timeframes	Essential
Technical experience	Experience of working in a highways/transport or records-management environment (or similar)	Desirable

Enquiries and Complaints	Experience of responding to complex enquiries and complaints	Essential
IT skills	Experience of using GIS to manage and maintain asset records	Desirable
Projects	Experience of working on or delivering projects to agreed specifications	Desirable
Mapping	Experience of surveying and marking-out boundaries or other features	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	<p>Have the ability to visit offices and sites, when necessary, where public transport is limited.</p> <p>Have the ability to visit and inspect sites which may have difficult access.</p> <p>Ability to occasionally work outside of standard office hours.</p>	Essential

Progression Criteria

Appointment is expected to be on Grade 5, unless candidates already meet the criteria for Grade 6 through working in a similar role previously.	
To progress to Grade 6	<ul style="list-style-type: none"> • Completion of, or commitment to complete, all necessary training identified by line manager. • Clear knowledge and understanding of the principal legislation relating to highways records management. • Ability to produce clear technical summaries that draw on all available information and lead to logical conclusions. • Track record of consistently delivering low- medium complexity search results to agreed time and quality expectations. • Competent and independent user of the software required to efficiently perform the role. • Develop effective partnerships and work with a range of stakeholders both internally and externally.

	<ul style="list-style-type: none"> Identified and led on process improvements related to Highway Records functions. Meets all desirable criteria, (excluding qualifications).
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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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