



**North
Northamptonshire
Council**

Job Description and Person Specification

Job details

Job title: **Highways Enquiries and Claims Officer**

Grade: Band 4 £29,269 to £30,296

Reports to: Senior Improvement Officer

Responsible for: Highways and Waste services enquiries and insurance claims

Directorate and Service area: Place and Economy - Highways and Waste

Purpose of the job

The Highways and Waste team provide statutory services that all residents of North Northamptonshire use. The post will be predominantly highways based.

The team is responsible for providing a safe road network that operates efficiently and effectively, providing strategic direction for the future development of highways assets, public transport, active travel and all road users, being mindful of budget constraints, legislation and the sustainability agenda.

The Waste team provides waste and recycling collection to all households and a street-cleaning service across North Northamptonshire. The team also arranges for the disposal of all waste and runs a network of Household Waste and Recycling Centres.

The postholder will support the team to manage highway enquiries, complaints, Freedom of Information (FOI) requests and insurance claims. They will provide information to customers, including local Members and MPs, through the website and correspondence.

The position is office-based working predominantly from Sheerness House, Kettering. North Northamptonshire operates a flexible working arrangement to enable colleagues to work remotely or from different locations depending on the needs of their role.

Principal responsibilities

1. To support the highways team in providing excellent customer services by responding to customer enquiries and complaints, local Member and MP enquiries in an efficient and timely manner.
2. To work and liaise with other teams across the service, as well as our contractors, to gather the necessary information to ensure timely and comprehensive responses to our customers.
3. To support the highways team in processing and investigating insurance claims and to develop processes to increase efficiency in claims handling.

4. Work with the Council's Insurance team to maintain an efficient process for handling enquiries and claims.
5. To support the highways team in responding to Freedom of Information requests and formal complaints from the public.
6. Manage the upkeep of the Council's online Highways reporting system and ensure all responses from the contractor are of appropriate quality.
7. To manage the highways' website, ensuring that the content is up to date.
8. To work with the wider Customer Service teams across North Northamptonshire Council.
9. Provide support to the wider highways team when needed.

General responsibilities applicable to all jobs

1. Demonstrate awareness/understanding of equal opportunities and other people's behavioural, physical, social and welfare needs.
2. Comply with the Council's policies and procedures including (but not limited to) safeguarding, financial regulations, promotion of equalities, customer care, agreed audit actions and health and safety (ensuring that reasonable care is taken at all times for the health, safety and welfare of yourself and other persons).
3. Carry out any other duties which fall within the broad spirit, scope and purpose of this job description and which are commensurate with the grade of the post.

This job description reflects the major tasks to be carried out by the post holder and identifies a level of responsibility at which they will be required to work. In the interests of effective working, the major tasks may be reviewed from time to time to reflect changing needs and circumstances. Such reviews and any consequential changes will be carried out in consultation with the post holder.



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Person Specification

Attributes	Essential criteria	Desirable criteria
Education, Qualifications and Training	Educated to A level or NVQ level 4 or equivalent	
Experience and Knowledge	<p>Experience of working in a customer service-oriented team</p> <p>Previous experience of dealing with public liability insurance claims against a corporate organisation</p> <p>Knowledge of highway maintenance operations and techniques.</p> <p>Knowledge of legislation relating to highway e.g. Highways Act 1980 and others</p> <p>Knowledge, and experience of using, customer relationship management systems</p> <p>Creative ability to translate data into meaningful information to identify trends and manage outcomes</p> <p>Experience of working in collaborative partnerships across a service and organisation with similar complexity and size</p> <p>Knowledge and understanding of the importance of effective communications</p>	

Attributes	Essential criteria	Desirable criteria
	<p>Knowledge of the Freedom of Information Act, Data Protection Act, Environmental Information Regulations and other related legislation and the role of the Local Government and Social Care Ombudsman</p>	
<p>Ability and Skills</p>	<p>ICT skills suitable for the role, including the use of Microsoft Office 365 and customer relationship management systems</p> <p>Ability to prioritise own workload to ensure any key tasks are undertaken.</p> <p>Ability to work on own initiative and apply a rational and innovative approach to problem solving and decision making.</p> <p>Ability to manage customer service issues demonstrating empathy as well as resilience for challenging situations</p> <p>A positive attitude towards continuous improvement</p>	
<p>Equal Opportunities</p>	<p>Ability to demonstrate awareness/understanding of equal opportunities and other people's behaviour, physical, social and welfare needs.</p>	