WHERE CAREERS THRIVE

When potential is unlocked, talent *thrives*

West Northamptonshire Council

Community Liaison Officer

Highways & Transport, Place

Thank you for your interest in this role. Our vision at West Northamptonshire Council (WNC) is: 'to make West Northants a great place to live, work, visit and thrive'.

We truly stand by this and work hard every day to make this a reality, and at WNC it's about our people. People who thrive with ambition, bring new ideas, demand better ways of working, care about every detail, and who never shy away from a challenge.

Our culture is a gateway for new experiences. A place to forge new opportunities. To empower you in your career and unite you with like-minded people. When potential is unlocked, talent thrives.

West Northamptonshire Council

Purpose and impact:

WNC manage Highway Services via a term service contract with Kier Highways. As part of this contract, we need to ensure we deliver for local residents and a local level, listening to their concerns and supporting parishes in deliver small works.

As community Liaison officer you will be part of the team that is on the ground listening to these concerns and representing highways to stakeholders helping to deliver work on time and to budget. You will also assist the Senior Community Liaison officer in updating procedures.

Accountable to:

This role is accountable to the senior CLO. The role sits within Highway Services, part of the Highways and Transport Directorate in West Northamptonshire Council.

Responsibilities:

1. Deliver community liaison activities by engaging directly with residents, councillors, and local groups, representing the Council's interests at meetings where appropriate, and ensuring issues are logged and followed through. Escalate complex or high-profile matters to the Service Manager.

2. Oversee elements of the minor works programme by tracking contractor performance, monitoring progress on site, and ensuring defects, rework, and rectification works are properly recorded and followed up. Maintain accurate financial and budget records for assigned tasks.

3. Administer the instruction process for minor works, ensuring requests are issued in line with agreed procedures, progress is tracked, and any non-standard or disputed cases are escalated.

4. Support service improvements by identifying practical opportunities to streamline processes and feeding these into the wider Community Liaison Officer (CLO) team. Contribute to the implementation of changes, supporting colleagues to adapt to new approaches.

5. Build effective relationships with contractors and stakeholders by providing a reliable point of contact, resolving day-to-day issues promptly, and promoting positive outcomes for residents and communities.

6. Provide clear and accurate information to council stakeholders through reports, updates, and briefings, enabling senior colleagues to make well-informed decisions.

7. Collaborate with colleagues across Highways, Transport, and Place Services to ensure issues are addressed in a joined-up way, sharing insights and supporting wider Council objectives.

8. Champion equality, diversity, and inclusion by challenging inappropriate behaviours or practices and ensuring services are delivered fairly and respectfully.

9. Maintain responsibility for health, safety, and welfare by following safe systems of work, taking reasonable care of yourself and others, and raising concerns where risks are identified.

10. Use Microsoft 365 and council systems effectively to work efficiently, collaborate with others and manage information safely, including storing, sharing and handling data securely in line with council policies

Person specification:

The requirements for the role are outlined below and will be part of the selection process. Each of the criteria listed below will be measured by:

(**A**) Application Form, (**T**) Test, (**I**) Interview, (**P**) Presentation, (**D**) Documentation.

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

Skills and abilities:	Essential / Desirable	Measured by
Creative ability to translate data to meaningful outcomes and evidence	E	A

Knowledge:	Essential / Desirable	Measured by
Experience of working in an NEC4 contract environment	D	I
Sound understanding of English local authorities' statutory Highways Duties	E	I
Understanding of how the public sector is funded	D	I
Knowledge and understanding of the importance of effective communications	D	I
Digital Skills: Working knowledge of Microsoft 365, including Outlook, Teams, Word, Excel, PowerPoint, CoPilot, OneDrive and SharePoint, with the ability and willingness to use these tools confidently and effectively in day-to-day work	E	I

Relevant experience:	Essential / Desirable	Measured by
Experience of how public sector highways schemes are delivered	D	I
Up to date knowledge of using inspection regimes and the latest technology available.	E	I
Experience of delivering construction projects	E	A
Experience of working in collaborative partnerships	D	A

Education, training and work qualifications:	Essential / Desirable	Measured by
Degree in relevant subject e.g. Civil Engineering	E	A

All appointments are subject to standard pre-employment screening. This will include identity, references, proof of right to work in the UK, medical clearance and verification of certificates.

Day-to-day in the role:

Hours:	37	**Primary work base:**	One Angel Square
Job family band:	RT07	**Worker type:**	Part-flexible
		Budget responsibility:	0

Working conditions & how we work:
This role has been identified as a flexible worker type, this means that you will be able to worker from other work locations and when not working from an office you will be working remotely for up to 3 days a week (including from home). You will be expected to travel to and from site locations on a regular basis.

Our organisational values and behaviours

Everything we want to achieve for West Northants depends on having the right people in place and doing the right things and we want all colleagues to THRIVE, both personally and professionally. Our values and our behaviours framework underpin how we work and what partners and customers can expect from us. We want to do our very best for our residents, service users and businesses and for our staff – we want everyone to THRIVE.

T	Trust	We are honest, fair, transparent and accountable. We can be trusted to do what we say we will.
H	High Performing	we get the basics right and what we do, we do well. We manage our business efficiently.
R	Respect	we respect each other and our customers in a diverse, professional and supportive environment.
I	Innovate	we encourage curiosity, we are creative and seize opportunities to grow individually as an organisation and as an area.
V	Value	We continually strive for best practice and ways of improving existing procedures, practices and systems and thereby promoting efficiency and cost effectiveness
E	Empower	we believe in people, will listen, learn and trust them to make decisions. We help people to realise their ambitions.

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Choose a career that offers you a true sense of achievement, fills you with pride and challenges you in a positive way, everyday.

The benefits of a career at WNC include:

- **People** are at the centre of everything we do. Without our people, we wouldn't be able to deliver services to the people in our community.
- **Ambition** runs through everything we do at West Northants Council, we nurture and develop our people's ambition and willingness to succeed, to continually improve the service we provide to the community.
- **Care** is at the heart of West Northants Council, we care in so many ways; seen and unseen, helping our colleagues and community to thrive.
- **Flexibility** is key, we know work-life balance is critical to wellbeing, so we work hard to make sure our benefits package promotes and improves wellbeing; from annual leave, sick pay, family leave and flexible working, financial security offered by a local government pension scheme and life assurance, and discount schemes which make a difference to your day-to-day life, through to employee helplines offering free legal, health, financial and wellbeing advice and support.

We want you to have balance and be happy.

West Northamptonshire Council