



Job Description and Person Specification

Job details

Job title: Highways Community Liaison Officer

Grade: Band 7 - £41,511 to £44,711

Reports to: Assistant Head of Highways

Responsible for: Assistant Community Liaison Officer

The Highways Delivery team provides statutory services that all residents of North Northamptonshire use. 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. provide information on general highway issues to customers, including local Members and MPs, through the website and correspondence. develop and maintain an efficient process for handling enquiries.

The Community Liaison Officer role will support the wider highways team in delivery of a community-based approach to the delivery of the highway service, improving member and community satisfaction. Being a proactive Community Liaison Officer ensuring consistent work practices in line with approved policies, procedures, and the strategic aims of the Council.

Principal responsibilities

1. To negotiate and build direct interfaces with local people to influence future works programmes and ensure where possible that the locally identified highways needs are being met and that these align with the Council's Strategic Objectives and statutory/regulatory responsibilities.
2. To be responsible for the Community Liaison programme budget and to work with local community groups and Councillors to contribute schemes and ideas for the Network Improvement budget and manage traffic and parking issues focussed on local needs.
3. Prioritisation of all requests against budget constraints to determine the most effective use of resources. This will include taking account of political aims and pressures from local members vying for schemes in their area.
4. To work with the Customer Service Centre, the Highways Contractor and other departments of the Council to take the lead in providing professional advice on transport and highways issues, including working with Members, Town and Parish Councils, Local Strategic Partnerships, area forums and other partners, e.g. joint action groups with the Police and Safer Neighbourhoods team.
5. To deliver the Transport and Highways communications strategy, in terms of relations with local communities, ensuring consistency, coherence and impact of key corporate messages.

6. To work with Town and Parish Councils and the community, to identify additional external funding opportunities.
7. To work with Town and Parish Councils where they have S106 funding to spend on highway projects and any schemes directly funded by the Town or Parish Council.
8. Prepare and present business cases for S106 funded schemes to the Capital Programme Board and the Contributions Board. This includes checking that the scheme being proposed is eligible for S106 funding.
9. Liaise with private developers over privately funded Traffic Regulation Orders.
10. Triage new parking restriction and speed limit requests from NNC Councillors, Town and Parish Councils and the public.
11. Attend the Speed Limit Review panel and Red Route Road Safety review group.
12. Attend regular evening meetings and site visits with the public and Town and Parish Council meetings.
13. Help to manage Fix My Street queries from members of the public asking for new measures on the highway, or issues such as changes to speed, parking restrictions etc.
14. To provide a prompt, helpful and responsive service to all those seeking advice and assistance. Deal with MP correspondence and Member Enquiries from NNC and Parish and Town Councils as well as contributing to formal complaint processes.
15. To ensure best use is made of all allocated resources, especially finance and people, to achieve the timely and successful delivery of agreed goals and performance measures.

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.

Special features of the post

This post requires the postholder to travel independent of public transport to attend meetings and site visits across North Northamptonshire, and occasionally across the region.



**North
Northamptonshire
Council**

Person Specification

Attributes	Essential criteria	Desirable criteria
Education, Qualifications and Training	A degree or a minimum level 5 qualification with significant equivalent relevant experience in a related field such as Civil Engineering, Urban Planning, Communications, Community Engagement or similar.	
Experience and Knowledge	<p>Experience in managing or supporting projects, preferably within the infrastructure or highways sector.</p> <p>Proven experience in engaging with local communities, addressing concerns, and managing relationships with residents and stakeholders.</p> <p>Experience in mediating and resolving conflicts between different parties or stakeholders.</p> <p>Knowledge of Highways and Infrastructure:</p> <p>Demonstrated ability to handle public relations and media inquiries effectively.</p> <p>Excellent verbal and written communication skills, with the ability to convey complex information in an accessible manner.</p>	

Attributes	Essential criteria	Desirable criteria
	<p>Understanding of highway and infrastructure projects, including planning, construction, and maintenance processes.</p> <p>Ability to identify, engage, and manage relationships with various stakeholders including local authorities, businesses, and community groups.</p>	
Ability and Skills	<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>	
Equal Opportunities	<p>Ability to demonstrate awareness/understanding of equal opportunities and other people's behaviour, physical, social and welfare needs.</p>	
Additional Factors		

Attributes	Essential criteria	Desirable criteria