

CAMBRIDGESHIRE COUNTY COUNCIL

JOB DESCRIPTION	
Job Title:	Highway Records Searches Assistant
Service:	Highways Maintenance Service
Directorate:	Place & Sustainability
Reports to:	Highway Records Manager
Grade:	Scale 4
Location:	Highways Depot, Stanton Way, Huntingdon
Hours:	37 hours per week
Position Number:	333003671
Job Purpose: <ul style="list-style-type: none">• To deliver services which contribute effectively to the quality of life for the people of Cambridgeshire• To interpret asset records to enable the Highway Authority to provide accurate responses to the CON29 Required and Optional questions• To support the Highway Records Officers and assist in maintaining an accurate record of the extent of publicly maintained highway to comply with Statutory Duties.• To assist in the management, development and maintenance of the County Council's highway records to support effective prioritisation with limited resources and value for money.• To provide technical advice, support and capacity in relation to delivering the Council and Directorate's objectives through joined-up service planning, community engagement and the flexible use of resources.	

	Principal Accountabilities	% Relative Importance
1	Customer and Service Focus <ul style="list-style-type: none"> • Deliver customer oriented services in order to ensure that Highways searches requests are responded to in a manner which meets the needs of local communities, businesses, colleagues and elected members as required by the Service Plan and Service Level Agreements. • Support the delivery of services within the business area in order to ensure customer focussed and cost-effective solutions. • Communicate clearly and appropriately with different audiences. • Contribute to the monitoring and evaluation of the performance of activities within the service area and make recommendations to managers in relation to improvements required. 	35%
2	Service Expertise <ul style="list-style-type: none"> • Investigate and determine timely and accurate responses to Search Enquiries CON29 Required and Optional questions. • Investigate and determine timely and accurate responses to enquires received via the Council's online search application platforms. • Provide support and guidance to colleagues and to deal with enquiries, concerns or complaints that require specific knowledge and expertise. • Support the preparation, maintenance and improvement of the highway records as directed to ensure that an accurate record of the public highway exists, in both paper and electronic format. • Assist the Highway Records Officers in the determination of the extent of highway boundaries and other supplementary questions for internal and external customers, either written or oral requests including site meetings as required. • Develop and maintain knowledge and contribute to regional and local developments relating to the service in order to ensure its continuing effectiveness. • Identify future development and areas of concern relating to the business area and work collaboratively with the management team and appropriate other officers to identify appropriate resolution or action. • Undertake effective monitoring to ensure that the delivery of the service meets the expectations and needs of the County Council and its communities, especially for those customers who are vulnerable or who have particular needs. • Work with the Highway Records Officers to monitor and advise responsible managers on whether all necessary measures are incorporated in the service to minimise and mitigate any adverse impact on the environment and local communities. • Liaise with colleagues across the directorate and Council to ensure the service is delivered efficiently, effectively and in a co-ordinated manner 	35%
3	Partnership working and co-operative working <ul style="list-style-type: none"> • Work with the Highway Records Officers to develop effective internal and external partnerships and work with a range of stakeholders including other authorities and key organisations in Cambridgeshire in 	15%

	<p>order to ensure that asset and records management is delivered with the maximum effectiveness and efficiency.</p> <ul style="list-style-type: none"> • Contribute to the development and promotion partnership working with a range of stakeholders in order to achieve service objectives. • Exchange relevant information with internal and external stakeholders and organisations in order to ensure a mutual awareness and understanding of key issues • Liaise with Highways Maintenance Service colleagues to develop and implement effective systems to deliver services that meet the needs of our customers. 	
4	<p>Representation, Communications and Liaison</p> <ul style="list-style-type: none"> • Represent Highway Records team and Asset Management as directed at meetings with internal and external stakeholders in order to ensure effective communications. • Support effective communications between the business area and its customers, partners, in particular the district councils, and key stakeholders in order to ensure that they are kept informed of progress and queries are dealt with sympathetically and within agreed response times. • Contribute to the wider work and business areas of the Place & Sustainability directorate through participation in working groups, as appropriate. • Ensure that any wider CCC issues encountered are fed back to the appropriate team. 	5%
5	<p>Project Management and Joint Working</p> <ul style="list-style-type: none"> • Support the planning, organisation and implementation of systems and processes for the delivery of effective project management within the Highways Maintenance Service. • Provide support for projects, initiatives and events ensuring active engagement by identified participants and ensuring that objectives are delivered within required quality, time and budget targets. • Assist in the review of plans, policies, reports and user guides as directed in order to ensure that they are current and fit for purpose. • Maintain and operate systems to ensure up to date information is collected and stored and identify areas where information is missing and report to the Manager with appropriate recommendations. • Assist, where required, with the preparation and implementation of new or updated processes or systems to ensure effective operation. 	5%
6	<p>Advice and Support</p> <ul style="list-style-type: none"> • Provide advice to customers, colleagues and key stakeholders in relation to the expertise and activities of the Highways Maintenance Service in order to facilitate effective joined-up working. • Provide support, advice and training to other colleagues in the Highways Maintenance Service when required. 	5%

7	Equality and Diversity <ul style="list-style-type: none"> • Demonstrate an awareness and understanding of equality, diversity and inclusion. • Ensure that service strategies, policies and provision have regard to equality, diversity and inclusion. Monitor the asset management service's contribution to equality, diversity and inclusion. 	
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