

Job Description JOB DESCRIPTION	
Job Title:	Technical Officer
Directorate:	Place & Sustainability
Service:	Highways Maintenance
Reports to:	Various depending on area
Grade:	Scale 5 to SO2
Hours:	37
POSCODE	CCC2656

Overall purpose of the job

Please write one or two sentences about why the job exists. Focus on the achievement of the key end results of the job.

The Technical Officer role can be in Highway Maintenance Group or Asset Management Group. The specific day to day tasks and activities will vary depending on the team the postholder is in.

To assist the team in the technical aspects of day to day maintenance and management of highways assets. Supporting the delivery of all aspects of maintenance – reactive, cyclic and planned.

To ensure a customer focus in the service delivery and ensure benefits are realised for communities in terms of net zero, resilience and sustainability.

Main accountabilities

Please list the accountabilities in descending order of priority.

	Main accountabilities
1.	Support and work collaboratively with the team in developing asset maintenance programmes, projects and maintenance interventions that best meet the needs of the local community by actively seeking input from local members, key stakeholders, potential users, and the local community.
2.	Ensure stakeholders and the local community are kept informed of maintenance activities and works progress and queries are dealt with sympathetically and within agreed response times. Ability to build positive relationships
3.	Assist in all aspects of the planning, design and execution of local infrastructure asset maintenance (e.g. highways, bridges, rights of way, etc). Ensure that projects are delivered within corporate governance parameters to ensure legislative compliance and robust risk management whilst achieving timely outcomes and value for money

4.	Assist in ensuring maintenance activity take due regard of the needs of all users of the network, especially those who are vulnerable or have particular needs.
5.	Assist in liaison with colleagues across the directorate and the Council to ensure the day to day maintenance and asset management are delivered in the most efficient, effective, and co-ordinated manner.
6.	Assist with the engagement of key partners such as the District Councils, Department for Transport, Highways England, Network Rail, Environment Agency, Local Enterprise Partnership, Community Groups, and others as required. Also assist in the management of consultants and design partners within works programmes and activities.
7.	Assist with the monitoring of expenditure against budgets. Comply with all relevant Health and Safety legislation and best practice in the planning, design, and delivery of highways maintenance and asset management.
8.	Assist in monitoring works when on site to ensure compliance with relevant, contract, health and safety and technical specifications.
9.	Carry out asset data and information collection and interpret asset data sets to inform maintenance priorities and activities

Person Specification

Qualifications, knowledge, skills and experience

Minimum level of qualifications required for this job

Qualifications Required	Subject	Essential/ Desirable
Educated to GCSE level	Maths, English & Science	Essential
HNC / NVQ / BTEC	Civil Engineering, Highways Maintenance, Asset Management or Environmental Management or related subject,	Desirable
A relevant <i>associate</i> professional membership e.g. ICE IHE CIHT IAM CMI APM CIEEM		Desirable

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

Identify	Describe	Essential/ Desirable
Knowledge		
Legislation	Working knowledge of Health and Safety, Construction Design and Management Regulations. Working knowledge of highway legislation	Desirable Desirable
Engineering	Understanding of Highways Maintenance and Asset Management process and techniques. Understanding of Highways Legislation.	Desirable

Skills		
Project management	<p>Ability to prioritise and manage own workload.</p> <p>Practical experience in the design and maintenance of a range of highways, and transport related projects and standards.</p>	<p>Essential</p> <p>Desirable</p>
Experience		
Local Government	<p>An understanding of the complexities of local government and the matters affecting it</p> <p>Experience of working with local members.</p> <p>Commitment to public services and local democracy</p>	<p>Desirable</p> <p>Essential</p> <p>Essential</p>
Partnership Working	<p>Experience of working with locally elected politicians and ensuring that outcomes align with broader political priorities.</p> <p>Experience of working with external partners, consultants and contractors.</p> <p>An understanding of how to manage the needs of a diverse set of stakeholders</p>	<p>Desirable</p> <p>Desirable</p> <p>Desirable</p>
Communication	Good communication and interpersonal skills	Essential
Finance and Resource Management	<p>Understanding of spreadsheet and database packages</p> <p>Understanding of local government finance</p>	<p>Essential</p> <p>Desirable</p>
Climate Crisis and Nature Recovery	Knowledge and understanding of climate change, nature recovery and achieving net zero.	Desirable
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>Be able to attend meetings out of hours when necessary</p> <p>Flexible in hours of work</p>	Essential

Equal opportunities	Ability to demonstrate awareness/understanding of equal opportunities and other people's behaviour, physical, social and welfare needs	Essential

Disclosure level

What disclosure level is required for this post?	None	

Work type

What work type does this role fit into?		Flexible		
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Post: Technical Officer Highways Maintenance and Asset Management groups- (Progression criteria)

The pay range for the Technical Officer roles is Grade 5 to S02.

Appointment is on Grade 5/6, unless they already have met the criteria for the higher grades through working in a similar role elsewhere.

Grade 5

- Basic understanding of highways and associated legislation
- Experience in a technical based role which provided. Operational highways maintenance
- Good communications skills and experience with customers

Attend or undertake work in the following areas ensuring that any learning is applied to the outcomes relevant for Technical Officers:

- Highways law short course
- NRSWA certificate – basic level
- Highways Inspectors course IHIE
- Customer or community engagement course
- Understanding Construction, Design and Management regulations
- Highways Operational Standards training

Above along with consistently good personal performance i.e. hitting all Our Conversations targets achieves Grade 6.

Grade 6

- External highways risk management course (this can be a stand-alone course or be covered as part of another training course)
- Road signs and road markings course
- Highway Maintenance, asset management, environmental management, drainage management course

Above along with good personal performance i.e. hitting all Our Conversations targets achieves SO1.

SO1

- Undertake level 4 /HNC / Engtech in highways maintenance/ civil engineering/asset management/Environmental management.

Above along with consistently good personal performance i.e hitting all Our Conversations targets achieves SO2 where team business demands require operation at the highest level.

SO2

- Specific courses as agreed by manager to continue personal development.
- Responsible for the full life cycle of queries; investigating, planning the response, carrying out the fix and evaluating it's fit for purpose. We'd expect them to take on network or asset wide issues developing and delivering programmes of maintenance work. Or undertaking detailed asset investigations at a network level to inform needs forecasting
- Act as a mentor to an apprentice or colleague

Learning undertaken from the above courses/certificates must be evidenced in the Our Conversation meeting on how this links to specific outcomes for this role. As a Technical Officer progresses through the grades they will be required to take on larger scale tasks and projects delivering them with reducing levels of supervision and guidance. At SO2 they will work with minimum input and supervision and undertake area wide projects to support the service delivery as a whole