

JOB DESCRIPTION & PERSON SPECIFICATION

Director Area: Place

Job Ref Number: 03747

Service Area: Highways Client

Grade: G4

Job Title: Network Resilience Officer

PURPOSE OF JOB:

A **Network Resilience Officer** is required to assist in the delivery of a 24hr / 7 day response to emergencies across the Highway network of Lincolnshire. The postholder will support the Network Resilience team who are responsible for dealing with emergency enquiries received into the Highway Service, assessing risk and instructing the operational response.

The postholder will also support the effective delivery of the Winter Maintenance Service. Ensuring that the service is equipped to deal with precautionary salting and snow events on the road network of Lincolnshire.

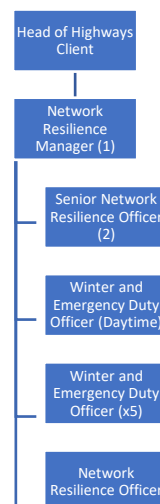
Assist the Network Resilience Manager by maintaining the infrastructure and fleet required to deliver the Winter Maintenance Service. Where instructed, ensure that the equipment and facilities are fit for purpose and can be relied on when the service requires it.

Where necessary, brief and inform a variety of stakeholders in relation to areas of competence. Including provision of data to other senior officers who will be required to conduct media interviews to update on live incidents by providing situation reports on behalf of the Highway Service.

As a officer of Lincolnshire County Council, take personal responsibility for contributing to organisational transformation and changes in ways of working, maximising the benefits and efficiencies for both internal and external customers, including the promotion and use of self -service to achieve maximum cost effectiveness.

TEAM STRUCTURE:

1. **Line management responsibilities for team**
2. **Mentoring and Development responsibilities for team**



MAIN DUTIES:

The specific accountabilities of this role will be flexible and will change to meet the needs of the organisation as required but will include (or be equivalent in nature to) those listed below:

1	<u>Role Specific</u> ○ To assist in the development, operation and monitoring of all aspects of the highway winter maintenance and emergency service. In partnership with Lincolnshire Term Maintenance Partner and other strategic partners, including the co-ordination of aspects of planning, operation, financial control and monitoring. ○ To work in partnership with external and internal clients, committees, agencies and contractors to achieve delivery and successful operation of these services. ○ Support the Network Resilience Manager in the operation of winter maintenance service and recommendation for service changes and enhancements including - Liaison with contractors, suppliers and sub-contractors. - Procurement of plant and material. - Support in day to Day Fleet management of 47 gritting vehicles - an asset totaling £5 million. Ranging from Tax and Insurance legalities to the contract provision to maintenance of vehicles. - Develop and monitor all Winter Maintenance controls and services. ● To enhance the Council's external relationships with partners and the public. ● Ensuring compliance with statutory provisional and current legislation. ● Responsible for achieving the challenging deadlines (set by relevant policies) within the 24hr highway emergency and winter maintenance services. ● To be available occasionally to give advice to staff out of normal working hours covering winter maintenance and highway emergencies county wide. ● Provide data to senior officers and managers in relation to media enquiries for Emergency and Winter Maintenance topics. ● Assist the Network Resilience Manager manage and maintain the Ancaster Depot and its portfolio of buildings and assets. ● Assist with the management and maintenance of depot security cameras, security gates and fencing in all Highways depots with winter facilities. This includes the day-to-day operations of 100+ cameras, 6 electrical gates, and 2 electric fences. To make sure LCC complies with all Legal obligations that camera operation brings. Manage the monitoring of cameras with the wider team and service delivery partners. ● Assist with the procurement, liaison and performance manage gritter maintenance operations with third party providers. This includes operational availability of 47 gritters over the Winter, Summer overhaul and any midlife overhauls of LCC assets as well as budget manage and approve all payments over the course of operations. ● Assist with the procurement and maintenance of salt stocks and assets over the course of operations including stocks in all Highway depots, the safe storage and heaping, summer purchase and restock and close monitoring over the Winter to maintain sufficient operational stock. To manage the logistical implication of these deliveries and the safe storage and use of the 30,000t Lincolnshire holds. ● Assist with the maintenance of the Highway Service weather station sites and procure bespoke Winter Maintenance Weather forecast for effective Decision making. To ensure operational use over the Winter and if required to use the data to support other LCC functions during the year. ● Assist in the management of Grit Bin provision in Lincolnshire.
2	○ Maximising the impact of resources and value for money to achieve improved outcomes for the Council. ○ Ensure effective performance management to deliver outcomes in line with service delivery contracts.

3	Understand and work with the market as appropriate, developing and maintaining relationships with commissioners, service users, stakeholders, partners and potential providers
4	Contribute to the Council's statutory obligations and where appropriate any national and local performance indicators
5	Ensure Council resources are optimised and utilised effectively and efficiently.
6	Look to continuously improve services in area of responsibility, identifying where possible, value for money savings and managing within allocated budgets.
7	Act as a role model to others helping them to manage uncertainty and to respond positively and creatively to changing expectations
8	Contribute to the development of individuals across the Council coaching, mentoring and motivating staff to achieve performance excellence
9	Deliver excellent customer service, incorporating the Council's equality and diversity objectives and supporting the council to achieve best practice in all it delivers
10	Take personal responsibility for contributing to organisational transformation and changes in ways of working, maximising the benefits and efficiencies for both internal and external customers, including the promotion and use of self-service to achieve maximum cost effectiveness.

PERSON SPECIFICATION

Requirements	Where identified*	Essential	Desirable
Level 3 Civil Engineering / Highway Maintenance qualification(s) or higher or a Level 3 qualification or higher in a discipline related to this role	A I	X	
Level 2 qualifications in Maths and English	A I	X	
Demonstrable level of skill / knowledge / experience in core competencies and appropriate level of technical skills in a highways related discipline. The postholder will, following an individual skills assessment, be required to achieve the latter by obtaining a relevant academic vocational or professional qualification within an agreed timescale.	A I	X	
In-depth knowledge and experience of IT and communication systems including Microsoft and specialist winter maintenance systems	A I		X
Collaboratively working in partnership with public, private sector partners, contractors, elected members and district councils	A I	X	
Ability to understand technical and engineering issues	A I		X
Health and safety requirements for both office and works locations	A I		X
Knowledge of contract procedures	A I		X

Ability to work collaboratively to implement changes to both highway and winter maintenance procedures	A I	X	
Able to travel around the county (e.g. possess a driver's license)	A I	X	

*A = Application form T = Test/Assessment I = Interview P = Presentation

GENERAL

The postholder is required to take personal responsibility for contributing to organisational transformation and changes in ways of working, maximising the benefits and efficiencies for both internal and external customers, including the promotion and use of self-service to achieve maximum cost effectiveness.

The postholder is expected to work to the Lincolnshire County Council Core Values and Behaviours and to carry out the duties in accordance with Lincolnshire County Council policies.

Other Duties - The duties and responsibilities in this job description are not exhaustive. The post holder may be required to undertake other duties within the general scope of the post. Any such duties should not substantially change the general character of the post. Duties and responsibilities outside of the general scope of this grade of post will be with the consent of the post holder.

Safeguarding -. All employees need to be aware of the possible abuse of children and vulnerable adults and if you are concerned you need to follow the Lincolnshire County Council Safeguarding Policy. In addition employees working with children and vulnerable adults have a responsibility to safeguard and promote the welfare of children and vulnerable adults during the course of their work.