

## JOB DESCRIPTION & PERSON SPECIFICATION

**Director Area: Place**

**Job Ref Number: 03735**

**Service Area: Highways Client**

**Grade: G7**

**Job Title:** Support Officer - Highways Asset Management Systems

### **PURPOSE OF JOB:**

A **HAMS Support Officer** is required to manage and support the use and development of the Highways Asset Management System across the Highway Service including:

- Ensuring that the HAMS system is fit for purpose and continues to evolve to meet the needs of the user base.
- Dealing with issues that arise and ensuring that the user base is supported from a reactive perspective.
- Supporting the user base proactively by developing the system to suit the user base needs
- Prioritising improvement tasks within the system
- Developing and maintaining the integrity of agreed processes and operational practices

The HAMS team will work with all Highway Functions and external delivery partners to ensure that the needs of the service are met.

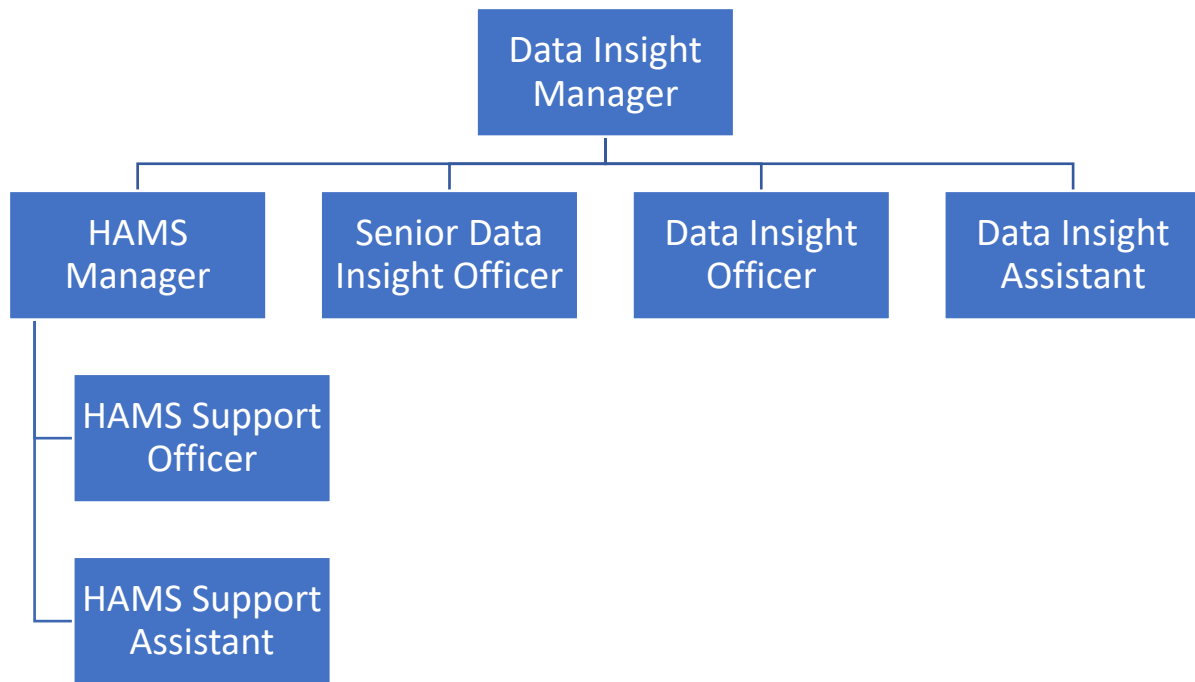
Develop working processes with all user groups, ensure that all user groups are engaged and sufficiently briefed on the system. Where necessary, implement training for new starters and areas of weakness within the Highway Service where assurance checks identify issues.

Work with large volumes of data held within the Highways Asset Management System that is used to capture asset information, works ordering and communication for the wider Highway Service. Continually seek to identify improvements to the HAMS system by automating processes, improving data capture and challenging the way we and our partners deliver the Highway Service.

Support in the selection, procurement and delivery of an optimal HAMS system that meets the needs of the wider Highway Service and delivery partners.

Develop and maintain strong and effective relationships with other service areas and private sector providers.

As an 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 duties 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	<p>Role Specific;</p> <ul style="list-style-type: none"><li>• To liaise with and provide user support for the HAMS system (LCC and partner organisations) ensuring that processes are understood, consistent and the integrity of the system is maintained.</li><li>• To train and advise LCC staff and partners in the use of the HAMS in line with the HAMS end to end user guide.</li><li>• To train and support staff and provide advice on work ordering process, including ECI, target costing, commitments, variations and close-out.</li><li>• To monitor and manage the interfaces between HAMS and other systems that are required to ensure that the wider Highways Service operates successfully. Where issues arise, identify problems and contribute to their resolution.</li><li>• To understand internal user base needs and external partners requirements for the development of non-standard reports, dashboards and commission as appropriate.</li><li>• To understand the system developments and benefits which could be introduced into the Highway Service. Consistently strive to develop and improve the system.</li><li>• To manage and coordinate any system upgrades including system testing.</li><li>• To be aware of current legislation and changes in legislation and ensure the system is compliant. This may involve liaison with delivery partners to ensure reporting requirements and operational practices are met. Understand the requirements of internal functions to ensure the system meets the user base requirements. Identify and coordinate technical support to ensure requirements are met.</li><li>• To keep abreast of new technologies and development in IT, Highways Asset</li></ul>
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	<p>Management, National Street Gazetteer and the LCC HAMS. To plan, develop and manage relevant projects for the improvement of service performance across the organisation.</p> <ul style="list-style-type: none"> <li>• To be accountable for delivering specific projects required to fulfil the objectives of the Highway Service and the wider user base.</li> <li>• To ensure changes to systems are effectively managed, documented and communicated to the appropriate staff and partners.</li> <li>• To be responsible for maintaining and updating documentation and process maps for the Highways Asset Management system (HAMS) and other appropriate systems.</li> <li>• To coordinate and understand the HAMS Mobile / HAMS Connects working platform and operations including upgrades and roll-out and support of mobile devices.</li> <li>• Dealing with issues that arise and ensuring that the user base is supported from a reactive perspective.</li> <li>• Ensure that HAMS Support is available to the user base from 07:30 to 17:00 by working within a rota, Monday to Friday but not including Bank Holidays.</li> <li>• Ensure that the HAMS financial interface mirrors the intended activity carried out within the system so that budget reporting accuracy is maintained across the Highway Service.</li> </ul>
2	Contribute to the stimulation and engagement of the market from an operational aspect, building and maintaining strong, positive working relationships with service users, stakeholders, partners, providers and potential providers.
3	Work with partners to ensure a robust approach to analysis and forecasting of population needs and balancing service delivery in terms of volume, cost and funding
4	Assist with the implementation of service strategies and delivery plans to meet the Council's targets and objectives.
5	Look to continuously improve services in area of responsibility, managing within allocated budgets and, identifying where possible, additional value for money savings
6	Act as a role model to others helping them to manage uncertainty and to respond positively and creatively to changing expectations.
7	Ensure Council resources are optimised and utilised effectively and efficiently.
8	Contribute to the development of individuals across the Council coaching, mentoring and motivating staff where appropriate to achieve performance excellence.
9	As an employee, create a positive image of the County Council.
10	Deliver excellent customer service, incorporating the Council's equality and diversity objectives and supporting the council to achieve best practice in all it delivers.
11	Remain up to date and compliant with all relevant legislation, organisational procedures, policies and professional codes of conduct in order to uphold standards of best practice.
12	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
Education and Qualifications: level 4 Civil Engineering qualification(s) or higher or a Level 4 qualification or higher in a discipline related to this role	A I	X	
Level 2 qualifications in Maths and English	A I	X	
High level IT systems and project	A I	X	

management skills with significant experience of IT systems and data associated with Highways Asset Management.			
Familiarity with Highways related IT systems and solutions and their effective implementation.	A I	X	
Detailed knowledge and experience of key enabling technologies such as Highways Asset Management Systems (HAMS), Customer Relationship Management, GIS, Document Management and E- forms	A I	X	
Knowledge of the Highways Service and HAMS processes including works instruction and the contractual context in which the service is provided	A I		X
Understanding of Legislation in terms of the Council as well as Data Protection and Freedom of Information Act.	A I		X
Project management skills including the practical use of project management methodology and techniques.	A I	X	
Excellent communication and interpersonal skills in meetings, presentations and workshops	A I	X	
Time management and team working ability	A I	X	
Influencing and negotiating skills to ensure high level buy -in, commitment and resources	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.