

## JOB DESCRIPTION & PERSON SPECIFICATION

**Director Area: Place**

**Job Ref Number: 02022**

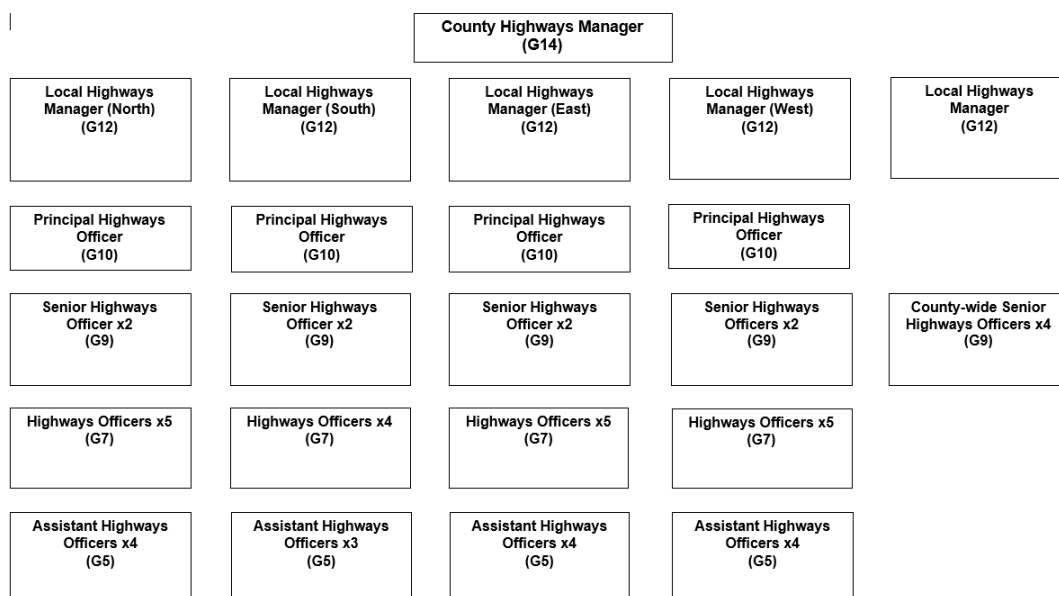
**Service Area: Highways Asset and Local Management**

**Grade: G7**

**Job Title: Highways Officer**

**PURPOSE OF JOB:** To manage the maintenance of the road network within a specified geographical area, including routine inspections, ordering repairs, and liaising with the public on fault reports.

### TEAM STRUCTURE:



### MAIN DUTIES:

1	Order small scale highway maintenance repairs to keep the highway in a safe condition.
2	Carry out routine highway inspections of the network within a geographical area.
3	Enforcement of highway encroachments and obstructions under the Highways Act 1980.
4	Order and ensure delivery of minor highway improvements of value up to £5000. Use own discretion to propose and deliver solutions within policy and processes.
5	Responsible for the public interface in relation to fault reports received from the public. Fault reports may be of any nature in relation to the highway eg road, footway, signs, lines, trees, drainage.
6	Effective and efficient processing for fault reports to ensure excellent customer service.
7	Be a visible representative to the public for all highway services within your area.
8	Liaise with contractors to ensure delivery of your repairs.
9	Liaise and collaborate with external and internal partners to resolve fault reports and highway issues.
10	Liaise effectively with Parish Councils, Councillors and other community groups.
11	Interact within and across teams throughout the County to cover absence and support in emergency situations, remain flexible and adaptable.

12	Identify and prioritise highway maintenance schemes in your area when they are out of scope for Local Highways.
13	Support the Local Highways Manager and your team members in delivering highway services in the area.
14	Take personal responsibility for all aspects of the highway in your area and provide excellent customer service for residents and highway users.
15	Act in accordance with Lincolnshire County Council's core values and codes of conduct.
16	Remain up to date and compliant with legislation, policies and procedures to uphold standards of best practice.
17	Ensure health and safety good practice, policies and procedures are adhered to.
18	Maintain a focus on ecological and sustainability factors that can be influenced in your role eg efficiency of journeys, material usage in repairs, protection of wildlife habitats when ordering work.
19	Supervise Assistant Highways Officers.
20	Deputise for Senior Highways Officers.
21	Act as a role model to others.

**PERSON SPECIFICATION**

Requirements	Where identified	Essential	Desirable
HNC in appropriate discipline	Application		*
Knowledge of Microsoft packages including Outlook, Teams, Sharepoint	Application/Interview	*	
Experience in or knowledge of highway maintenance in any area	Application/Interview	*	
Working knowledge of applicable legislation	Application/Interview		*
Experience in processing high volumes of workflow and effective prioritisation	Application/Interview/test	*	
Background in customer service	Application/Interview		*
Excellent communication skills in all formats	Application/Interview/test	*	
Political awareness	Application/Interview		*
Self-motivation	Interview	*	
Ability to act with autonomy and take responsibility for own decisions	Interview	*	
Ability to work as part of a team	Application/Interview	*	
Ability to manage competing demands	Interview/Test	*	
Experience in risk assessment	Application		*
Display a solution-driven approach to problem solving	Interview/Test	*	

**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.