** Job and Person Profile (JPP)**



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| **Job details** |
| **Job title** | Highway Assessment Officer |
| **Job Reference** | 17104 |
| **Grade and Salary** | 5 - £32,076 per annum (pro rata if part time)This role includes performance related pay progression |
| **Service and Team** | Suffolk Highways, Highways Assessment & Claims  |
| **Location** | Halesworth Service Delivery Centre, Halesworth, IP19 8EN  |
| **Hours per week** | 37 |
| **Status** | **Permanent**  |
| This role may offer the following flexible working options | * *Working part time hours (eg different hours/days to those advertised)*
* *Job sharing*
* *Working compressed hours (eg a nine-day fortnight)*
* *Term time working (including partial term-time working)*
* *Use of flexitime / time off in lieu*
* *Hybrid working options, including some home working*
* *Working from different Council buildings*
* *Working adjusted core hours (eg starting later and finishing later or other patterns)*
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| **About us** |

As a modern and effective council, we understand the importance of being flexible and well-connected in the ways we work. We focus our ambitions on doing what’s right for people, our partners and our communities - both now and for the future.

That’s why, as one of the largest employers in Suffolk, we believe in empowering everyone. Through career variety and collaborative working, accessible career paths and professional development.

The support and care we offer encourages and enables you to be the best you can be. To make a meaningful impact on the world around you. To achieve a unique sense of pride in what you do, why you do it and where. **Reimagine the possibilities.**

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| **Main purpose of the job** |

To carry out highway infrastructure safety inspections, provide community support for a specific area in Suffolk (by inspecting customer service reports and identifying the appropriate action required) and generate reactive works requests (so that Suffolk County Council complies with its statutory duty to maintain its general hard and soft landscape infrastructure in a safe condition). To also have an overview of Suffolk Highways’ activities within the area for establishing and maintaining strong and effective links between Suffolk Highways and local parish/town councils, particularly for technical support for the community self-help scheme.

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| **Suffolk Highways**  |

Suffolk Highways is a collaboration between Suffolk County Council (SCC) and private sector service provider(s) to meet the primary objective of maintaining roads and delivering new highway infrastructure in Suffolk.

Personnel from all organisations work together in integrated teams as part of an alliance that aspires to be as effective, efficient, respected as possible and at the forefront of highway maintenance and improvement service delivery.

All personnel in Suffolk Highways shall work to a shared set of values and behaviours.

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| **The expected values and behaviours of all Suffolk Highways’ employees** |

* We work together to achieve the best that we can and support one another in our work as one team.
* We look ahead so that we may better inspire each other to continually improve and take pride in what we do and the service that we provide to our customers.
* We make things happen by empowering, encouraging, and motivating our colleagues and by showing respect to all people that we work with and for.
* We collaborate and work as one team to provide the best possible highways service for Suffolk.
* We take responsibility and do what we say we will do efficiently and effectively.
* We act in a professional manner and demonstrate integrity as we strive to resolve problems and achieve positive outcomes.
* We are here for and will communicate clearly with our customers and be considerate to their needs and aspirations.
* We model our values in everything that we do.

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| **General role expectations**  |

* Manage yourself and any temporarily allocated personnel (e.g. trainees, apprentices and drivers) by taking responsibility for your own and their personal development, motivation, performance, behaviour, health, safety and general wellbeing through the application of appropriate policies, procedures and management techniques;
* Plan and be creative through meaningful application of technology, systems thinking, smarter ways of working, time management and project management tools and techniques;
* Think critically and analytically to provide clarity of vision to others, make decisions and recommendations based on sound rationale, and influence the development and implementation of future highway infrastructure maintenance and improvement programmes;
* Be an effective ambassador for Suffolk Highways and deliver meaningful, convincing and motivational communications internally and externally to a wide range of audiences;
* Work collaboratively with others to build relationships and a network of contacts that will deliver the best outcomes for people and places in Suffolk, whilst accounting for and responding to customer satisfaction and future needs;
* Respond to increasing financial pressure by being creative, innovative and cost-focused to secure optimum efficiency savings, cost reductions and profitability without sacrificing service quality;
* Be aware of and contribute to the shaping of an asset management culture and adopt asset management principles and best practices within Infrastructure Management, ensuring value for money in providing a quality service.

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| **What you will be expected to deliver in the role** |

* Carry out regular safety inspections of the highway in accordance with the frequency and standards set down in the Highways Management Operational Plan (HMOP), inspections of defects identified through customer service reports within agreed timescales and keeping up-to-date records of all inspections, decisions and actions.
* Identify appropriate reactive repairs for highway infrastructure defects arising from these inspections or from liaison with parish or town councils, ensuring consistent application of the Highways Maintenance Operational Plan (HMOP) matrices to address safety risks for highway users in an appropriate timescale, recording these on the Insight software system as reactive work requests.
* Support Community Engineers in establishing and maintaining a strong and effective link between Suffolk Highways and parish, town, district/borough councils and other suitably founded local community groups (such as neighbourhood watch) to provide constantly improving local understanding and support in the delivery of highway infrastructure maintenance, improvement and enforcement activities.
* Attend town/parish council, area committee and other recognised local community group meetings (daytime or evenings) or at ad hoc meetings at the relevant Service Delivery Centre to represent Suffolk Highways and foster collaborative working in a financially challenging environment.
* Maintain strong links with all Suffolk Highways service areas to keep an overview of local and county issues, identifying any lack of clarity to parish, town, district, borough and county councillors on service delivery issues to enable Customer Services Team colleagues to enhance the online and support service to eliminate future instances of gaps in transparency and accessibility to relevant information.
* With willing parish and town councils and other local community groups, support the Community Self-Help scheme in the delivery of minor maintenance works on behalf of Suffolk Highways.
* Take and upload into the Insight software system defect and defect location photographs, providing these and sufficient and accurate supplementary details with reactive works requests to enable the efficient and cost-effective deployment of Infrastructure Operations personnel to address reactive maintenance repairs, aggregating Category 2 to Category 6 defects and Category 7 observations wherever practical.
* Ensure that details of all reactive works requests instigated that have been generated by customer service requests with an accompanying response, where appropriate, are passed to the Customer Co-ordinators to enable a public response within SCC response standards.
* Contribute to the process of drawing up programmes of planned highway infrastructure maintenance by providing prioritised schedules of works locations and suggested treatments, updating these schedules on a regular basis.
* Assist the Network Assurance Team by reporting on any inappropriate activity of the public utilities and other organisations working in or occupying part of the local highway network on an authorised or non-authorised basis, monitoring the condition of temporary/permanent reinstatements and their impact on overall highway infrastructure condition.
* Regularly assess the condition of trees within the highway, seeking assistance as necessary from arborists/arboriculturalists in effecting works requests for their maintenance/removal.
* Take effective action in response to highway nuisances such as damaged pedestrian guardrail, vehicle restraint systems, overgrown hedges and dangerous trees and unauthorised occupations of the highway, liaising as necessary with other Suffolk Highways service areas.
* When necessary, write basic safety plans and undertake risk assessments in accordance with the Construction Design Managem,ent Regulations for reactive works requests, particularly on traffic-sensitive road and the primary network, indicating any safe systems of work.
* Represent the County Council at meetings with the public, elected representatives and external organisations on issues related to day-to-day highway network management.
* Investigate and provide responses to third party public liability claims, including representing the County Council in court.
* Where appropriate/safe to do so, undertake approved minor highway maintenance works.
* In the event of severe weather, provide support for Suffolk Highways in normal hours and ‘out of hours’, including occasionally acting as a gritter driver’s mate (i.e. when winter routes require treatment with ploughs fitted).
* Comply with Suffolk Highways’ health, safety, quality and environmental requirements and standards.

Although this list provides examples of what you will be doing it’s not intended to be exhaustive, and you will have personal objectives linked to our People Plans and Strategies that will be discussed and agreed with your line manager when you start.

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| **Person Profile – what you will bring to the team** |

**Qualifications and professional memberships**

1. Relevant Construction Skills Certification Scheme card
2. HND/HNC in relevant highways (or civil) engineering discipline or equivalent level of knowledge and experience
3. Lantra 12d Traffic Management design qualification or demonstrable equivalent experience.
4. IHE registration for Highway Safety Inspectors or alternative accredited highway safety inspector training.
5. Current New Roads and Street Works Act accreditation.
6. Relevant environmental training for tree and wildlife assessments or similar.

**Values and personal qualities**

1. Demonstrates a passion for making a positive difference for Suffolk.
2. Shares our [WE ASPIRE](https://www.careers.suffolk.gov.uk/home/about/our-values) Values and strives to lead by example in relation to these.
3. A strong commitment to fairness and Equality, Diversity and Inclusion (EDI).
4. Strives to continuously improve in everything they do, taking the initiative to learn and develop.
5. Brings creativity into their work through innovation and openness to change.
6. Collaborates well with others and offers assistance and support to colleagues.

**Specialist knowledge skills and experience**

1. Knowledge of highway maintenance materials and techniques and good awareness of highway maintenance standards.
2. Able to assess the nature of a range of complaints, urgency and action required.
3. Application of relevant policy, codes of practice, design and construction standards for highway infrastructure maintenance;
4. Able to present factual evidence in court to assist Suffolk County Council in their section 58 defence in defence of third party insurance claims.
5. Knowledge of safety standards for road works with experience of working on live carriageways.
6. Working knowledge of road surfacing materials, formal testing regimes and condition survey requirements.
7. Knowledge of construction practice and an awareness of the highway infrastructure design function.
8. Awareness of failure modes for infrastructure assets and measures required to repair and prevent these.
9. Knowledge of environmental concerns within the highway extent preventing works being undertaken, for example nesting birds or subsidence caused by burrowing animals.
10. Working knowledge of MS Word, Excel, Outlook, SharePoint, Insight and Works Manager software systems, in conjunction with highly proficient keyboard skills for producing works requests and entering data onto databases and spread sheets.
11. Good problem-solving skills with a well-established ability to interpret construction drawings and manage and organise large volumes of data.
12. Demonstrable knowledge of appropriate traffic management requirements, including the signing and guarding of highway works.
13. Knowledge of highway maintenance intervention standards and codes of practice/guidelines.
14. Able to propose and develop economic solutions to highway problems, including prioritisation, with sound financial management skills.
15. Knowledge of legislation relevant to highway maintenance (particularly the Highways Act and the New Roads and Street Works Act) with experience of highway enforcement issues.
16. Basic understanding of relevant health and safety legislation and codes of practice (including the CDM Regulations 2015);

**Additional requirements**

1. Able to progress a series of activities within recognised guidelines, able to work independently and make frequent decisions without ready access to manager;
2. Good political awareness (i.e. the role of County Councillors, other local councils, the sensitivity of particular topics);
3. Good communication skills (in person and in writing) with an ability to build relationships and interact clearly and effectively with stakeholders.
4. Self-motivated team player who is able to motivate others to achieve objectives.
5. Proactive, forward thinking and, in appropriate circumstances, assertive.
6. Well organised and able to organise others.
7. Familiarity with general office IT software.
8. A flexible approach to working and demonstrable experience of readily taking on new challenges and responsibilities.
9. Ability to work on site and occasionally during unsocial hours.

If you think you have what it takes to be successful in this role, even if you don’t meet all the criteria, please apply. We’d appreciate the opportunity to consider your application.

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| **Travel requirements** |

**Vocational Driving Essential (vehicle provided) -** Due to the nature of this role, you will require a driving licence. A vehicle will be provided

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| **Our values – WE ASPIRE** |



At Suffolk County Council our WE ASPIRE values set out the behaviours we expect from everyone in the organisation regardless of who they are, what their role or grade is or where they work.

The values have been developed through feedback and input from employees at the council and underpin how we go about our everyday work. They define us and help us to be the best we can be.

Visit our [**careers pages**](https://eoce.fa.em3.oraclecloud.com/hcmUI/CandidateExperience/en/sites/CX_3001/pages/11002) for more information on our WE ASPIRE values.

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| **Our Customer Commitment** |



In addition to our WE ASPIRE values, we also have a **Customer Commitment** which sets out a number of strong principles that help support high standards of customer service and care that we can all endeavour to consistently demonstrate.

For more information, view our [**Customer Commitment poster.**](https://sccrecruit.blob.core.windows.net/assets/SCC/Other-Docs/17.06.2020_%20CUSTOMER_COMMITMENT_POSTER.pdf)

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| **More information for recruitment applicants** |

We offer a fantastic working environment including diverse and active staff networks,

great flexible working options and many benefits, as well as the opportunity to improve the lives of Suffolk residents.

Visit the [**Suffolk County Council career website**](https://eoce.fa.em3.oraclecloud.com/hcmUI/CandidateExperience/en/sites/CX_3001/pages/11002) to learn more, including information about adjustments to recruitment processes, our interview schemes and other commitments to equality, diversity and inclusion.