**Job and Person Profile (JPP)**



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| **Job details** |
| **Job title** | Highway Enforcement Officer |
| **Job Reference** | 20781 |
| **Grade and Salary** | £34,434 per annum (pro rata for part time)This role includes performance related pay progression |
| **Service and Team** | Highway Regulation - Enforcement Team |
| **Location** | Rougham Service Delivery Centre, Rougham, Bury St Edmunds IP30 9ND or Phoenix House, 3 Goddard Road, Ipswich IP1 5NP, or Halesworth Service Delivery Centre Halesworth IP19 8EN –Hybrid working |
| **Hours per week** | 37 per week |
| **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** |

As a Suffolk County Council employee:

* To receive and co-ordinate customer service reports relating to enforcement.
* Co-ordinate the response for Suffolk County Council, liaising across service areas as required.
* To carry out inspections relating to enforcement activities, educate and/or negotiate with customers and follow processes to manage enforcement activities to a satisfactory outcome, liaising with managers as required. Collate documentary evidence concisely for potential legal proceedings should the matter go to court.
* Work with others to provide an efficient highways enforcement service which ensures compliance with Suffolk County Council Highways Enforcement policy.

The postholder will, in line with the Licensing and Enforcement Team’s impartial and independent role, treat all parties (e.g. Suffolk Highways, public utilities, private contractors, other authorities and members of the public) in the same manner.

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| **Suffolk Highways**  |

Suffolk Highways is a collaboration between Suffolk County Council 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 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 personnel for which you may on occasion lead by taking responsibility for your own and their personnel development, motivation, performance, behaviour, health, safety and general wellbeing through the application of appropriate policies, procedures and management techniques.
* Plan and be creative in the use of resources 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 strategies for positive change.
* Be an effective ambassador for Suffolk Highways and deliver meaningful, convincing and motivational communications internally and externally to Suffolk Highways 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, exercising strong financial judgement and risk management to secure optimum efficiency savings, cost reductions and profitability without sacrificing service quality.
* Assist the Highway Licensing Manager to the continued development of highway enforcement principles and best practices within the team, ensuring value for money in providing a quality service.

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| **What you’ll be expected to personally deliver** |

* Provide advice to customers services team on highway enforcement matters and enquires from councillors. Wherever possible to resolve matters through education, guidance and negotiation.
* Work closely with the Highway Licensing and Enforcement Manager on escalated issues.
* To receive and co-ordinate customer service reports directly or transferred internally relating to enforcement.
* Manage and co-ordinate the response for Suffolk County Council, liaising across service areas as required.
* Ensure the details of all enforcement instigated matters, that have been generated by customer service requests, are responded to within SCC response times.
* Investigate potential enforcement issues and collate documentary evidence (necessary detail, clear and accurate) to provide support to the Highway Licensing and Enforcement Manager to decide if further actions are appropriate, including legal and/or court action.
* Undertake site visits to collate required evidence.
* Take and upload into the Insight software system enforcement location photographs, measurements and site observations and sufficient and accurate supplementary details (so that all related data can be viewed by any service user).
* Determine highway boundary locations with the aid of Insight Mapping and/or Land Registry.
* Work closely with the Infrastructure Management and Asset Management teams in terms of their role and links to highway enforcement/safety matters.
* Prepare reactive works orders to enable the efficient and cost-effective deployment of Suffolk Highways to address reactive maintenance operations in a safety critical circumstance.
* Meet with customers to discuss, educate, and/or negotiate a satisfactory outcome.
* Where an educated or negotiated outcome cannot be achieved, provide robust information to enable legal proceedings to be considered.
* Work closely with the Network Assurance team in terms of their streetworks enforcement role and links to highway enforcement/safety matters.
* Collect and provide written and verbal evidence for the prosecution of public utilities and private contractors when they fail to comply with legal notices and/or court orders.
* 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.
* Consult with the corporate legal and insurance teams on issues potentially regarding court action.
* Represent the County Council in court.
* Represent the County Council at meetings with the public, elected representatives and external organisations on issues related to day-to-day highway network management.
* Comply with Suffolk Highways’ health, safety, quality and environmental requirements and standards.
* Participate in the development of business processes and standards.
* Provide support for the management of Abnormal Loads using the highway network.

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. New Roads and Street Works Act Accreditation.
3. Relevant qualification such as HND/HNC in highways (or civil) engineering discipline or equivalent level of knowledge and experience.
4. Customer service-based qualification or equivalent experience.
5. NVQ3 certificate in Law and Legal Services or equivalent level of knowledge or experience.
6. IOSH (Working Safely) Qualification.

**Specialist knowledge skills and experience**

1. Advance specialist knowledge of highways enforcement.
2. Specialist knowledge and understanding of legislation relevant to Enforcement; Highways Act, New Roads & Street Works Act, Land Drainage Act, Floods and Water Management Act and associated codes of practices.
3. Able to represent Suffolk County Council and present factual evidence in court.
4. Willingness and ability to interpret current legislation relevant to enforcement activities in the highway.
5. Ability in the use of Insight.
6. Good working knowledge of software systems such as MS Word, Excel, Outlook, SharePoint, and PowerPoint.
7. Ability to understand and interpret policies, procedures and relevant legislation and effectively communicate these to others with different levels of knowledge.
8. Ability to provide comprehensive advice and guidance to other staff on a range of issues, particularly within specialism of own team e.g. specialist administrative/ clerical/ personnel/ financial procedures.
9. Ability to research, analyse and evaluate complex and/or varied information within and across, own service and respond accordingly, complying with information security procedures as appropriate.
10. Able to make recommendations for signing, guarding and risk assessment on road closures for safety related matters prior to appropriate enforcement actions.
11. Knowledge of health and safety regulations.
12. Knowledge of confidentiality and data protection requirements in the workplace (GDPR).
13. Knowledge of how to respond to Freedom of Information (FOI) requests.
14. Highly proficient and accurate keyboard skills for producing reports, letters, and legal documentation for enforcement.
15. Able to negotiate with, advise, instruct, and enforce with public utilities and private contractors on regulations and specification.
16. Research and problem-solving skills to deal with queries and issues.

**Interpersonal & Communication Skills**

1. Able to demonstrate experience in providing a wide range of customer service skills, particularly in handling difficult customers with contentious issues, able to manage conflict situations
2. Ability to provide comprehensive advice and guidance, to range of audiences, which could include the public, on matters and issues relating to own specialism.
3. Ability to give verbal and written reports using appropriate technology to convey a variety of complex information to a range of audiences.
4. Good political awareness (i.e. the role of County Councillors and other local councils, as well as the sensitivity of particular topics).
5. Good communication skills (in person and in writing) with an ability to build relationships and interact clearly and effectively with stakeholders.
6. Ability to undertake negotiations/influence on behalf of their own service.

**Relevant Experience**

1. Experience in dealing with a variety of highway enforcement issues.
2. Excellent Knowledge and understanding of corporate standards and requirements relating to the provision of services, particularly in relation to own team/specialism.
3. Knowledge of relevant highway maintenance (policy, codes of practice, design and construction standards).

**Additional requirements**

1. Good political awareness (i.e. the role of County Councillors and other local councils, as well as the sensitivity of particular topics);
2. Organised, logical forward thinker and positive problem solver.
3. Able to progress a series of activities within recognised guidelines.
4. Self-motivated team player.
5. Well-organised with an ability to plan and prioritise own workload and organise others.
6. Have a flexible approach to working and demonstrable experience of readily taking on new challenges and responsibilities. Ability to work from different offices and from home as may be required.
7. Good organisational and project management skills.

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://www.careers.suffolk.gov.uk/) 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.