

**JOB TITLE:** Highways Officer  
**GRADE:** H7-H9  
**REPORTS TO:** Area Manager or Senior Highways Officer  
**TEAM:** Highways Development Management  
**DEPARTMENT:** Environment & Infrastructure

## Purpose of the Job

To provide professional and technical expertise to the Highways Team by undertaking discrete technical tasks, investigations, communications, consultations and the like to support the achievement of the team's business objectives within one of the following specialist areas;

- Asset Management & Maintenance Strategies
- Transport Planning, Strategy and Programme Delivery
- Development Management
- Member & Community Engagement (incl. discretionary budget work programmes)
- Major Projects
- Network Management (securing the expeditious movement of traffic)
- Contracts & Performance Management.

## Main Areas of Responsibility

1. Applies technical expertise, skills and knowledge in the realm of Highways & Transportation to complete designated tasks which support the team to achieve the operational objectives as set out in the annual plan, in one of the following specialist areas;
  - Asset Management & Maintenance Strategies
  - Transport Planning, Strategy and Programme Delivery
  - Development Management
  - Member & Community Engagement (incl. discretionary budget work programmes, particularly parking and other traffic regulation order based schemes)
  - Major Projects
  - Network Management (incl. Traffic Management Act, New Roads & Street Works Act, Licence & Enforcement, weather related incidents and statutory duty documents)

- Contracts & Performance Management.
2. Works with colleagues across the service using technical knowledge and experience to recover local issues/operational problems escalated from senior officers, members, MPs, customer service centre and the like.
  3. Provides effective support and engagement with local members on behalf of the Whole Client Service, which demonstrates ownership on behalf of the service to see that problems get solved and casework queries answered, or are otherwise escalated, in a timely and constructive manner.
  4. Responsible for ensuring that own financial records and programme information is up to date and accurate to support the team's budget management and reporting arrangements.
  5. Contribute ideas and suggest alternative approaches to business development groups of how existing processes and procedures can be improved to be more efficient and effective.

The duties and responsibilities listed above describe the post as it is at present. The post holder is expected to accept any reasonable alterations that may from time to time be necessary.

## **Person Specification**

**Please provide a supporting statement which includes examples and evidence of when you have demonstrated the attributes listed below.**

**You will be expected to address each point separately and in the order listed.**

**If you do not complete a full supporting statement in the requested format, your application may be rejected.**

### **Qualifications**

- Degree in Civil Engineering studies or equivalent experience.

### **Skills**

- Clear, decisive and persuasive communication skills, both written and verbal, demonstrating ability to adjust to the target audience
- Ability to contribute to the development and implementation of new processes and procedures to deliver efficiency and service improvement
- Ability to work collaboratively with colleagues displaying trust and respect to achieve the right result for the council overall
- Interpersonal skills including active listening, discussion, clear resolution of disagreements, and feedback (giving and receiving)
- Ability to demonstrate a careful balance of assertiveness, political awareness and technical expertise in order to be able to offer solutions that achieve the desired outcome whilst operating in accordance with the council's policies

- Ability to work under own initiative within the framework of the Job Description and service protocols, making recommendations for endorsement by the line manager
- Able to supervise staff, setting objectives and reviewing progress and outcome.

### **Knowledge/Experience**

- Ability to undertake the design and procurement of highway maintenance and minor traffic & environmental improvement schemes, particularly parking and other traffic regulation order-based schemes
- Good appreciation of the political context within which the service operates, demonstrating awareness of the wider implications (e.g. political/ financial/ environmental).

Role requires a full & valid UK driving licence and access to a vehicle

### **Diversity and Inclusion**

Hertfordshire County Council is committed to making inclusion part of our DNA, both as a large employer of people and as a provider and commissioner of services.

We strive to positively promote diversity and inclusion across the delivery of services and within our workforce. We want everyone at work, regardless of their background, identity or circumstances to have a sense of belonging to the organisation. We want all employees to feel valued, accepted and supported to succeed at work and reach their full potential. Our Diversity and Inclusion Strategy is available on the internal intranet or from your line manager.

### **Health and Safety**

It will be the duty of every employee while at work to take reasonable care for the Health and safety of themselves and of other persons who may be affected by their acts or omissions at work.

### **Additional Information: Code of Practice on the English Language Requirements for Public Sector Workers**

Public Authorities must ensure that all members of staff in customer facing roles, whatever their nationality or origins, are able to communicate the English language fluently with the general public, verbally and in written format (access needs will be met for those with a disability).