

## **Highways Technician - Countywide Maintenance**

Reporting to a senior manager, working as part of a team of highway professionals, to deliver a high-quality highway service experience for customers and stakeholders countywide in line with the service key themes:

- Exceptional Customer Focus
- High Quality
- High Performance

### **Scope of work**

Role holders at this level are generally reactive and work within established council systems and procedures to an agreed quality standard or specification, under the general guidance of more experienced colleagues. Roles may deal with complex issues that need a degree of diagnosis and analysis in order to recommend the best course of action. Communication skills are important as role holders will be interacting with internal and external 'customers' regularly.

### **Accountabilities**

- To be part of a team delivering work within the prescribed Highway Operations procedures and processes under the direct supervision of the Assistant Operations Engineer.
- Responsible for any inspections, assessment and analyses required to identify works for delivery within the relevant LCC policies and procedures
- To supervise the direct labour crews and direct sub-contractor crews to ensure effective use of labour, plant, and materials
- To provide information and advice to customers to a high standard and within the service level timescales
- Responsible for the preparation of works information and job packs but utilising HAMS proficiently and ensuring the effective use of handheld devices within the service
- Responsible for invoice checking, site audits and monitoring
- Be aware of the available highway and project budgets and to contribute to delivering works efficiently and within budget
- Investigate any damages caused by third parties, to ensure maximum income recovery is achieved
- Contribute to works programming
- Contribute to the quality control of highway works
- Supervise the crews to support the accuracy, quality and timely submission of timesheets, plant cards, and any other administrative requirement for the service
- Be aware of the monitoring of HAV exposure of the operation teams and contribute to reduction through crew supervision
- Contribute to the delivery of Key Performance Indicators and agreed service standards
- To adhere to service standards including the review of safe systems of working and Health and Safety procedures and support more junior staff
- To actively participate in service working groups and projects to contribute to service improvements and changes

- To work collaboratively and flexibly ensure a consistent approach to service delivery countywide
- To contribute to the day-to-day management of attendance, disciplinaries, grievances including undertaking investigations where required
- To undertake training to ensure compliance with the training matrix for the service and to keep up to date with changes in policy. Legislation/contractual requirements to ensure service delivery is effective and compliant.
- Contribute to the management of Plant utilisation, allocation of human resources and use of supplier frameworks within the highways service to ensure all activities are sufficiently resourced and that any operational peaks are managed
- Delivering the Out of Hours service and responding to emergencies, including weather emergencies (at any time) ensuring they are dealt with in a prompt, competent and safe manner
- Project Manage smaller or less complex projects
- To contribute to the management of operational depots and sites
- To support team members in the use of key works systems, processes and procedures
- To respond promptly to and implement directions from Assistant Operations Engineer and Operations Engineer or another senior manager.

## Values

- **Supportive** - contribute, feedback, teamwork
- **Innovative** -strong work ethic, confidence, reporting, Integrity, organised, Deliver
- **Respectful**-, open, reliable, resilient, honesty, approachable, responsive, engaged
- **Collaborative** - Strong, Professional, confident, reports, correspondence, managing conflict, dealing with customers, active listening

**Person Specification Form**

<b>Job Title</b> Highways Technician – Countywide Maintenance	<b>Grade</b> 7	
<b>Directorate</b> Highways and Transport	<b>Post Number</b>	
<b>Unit/team</b> Highways Service - Operations		
<b>Requirements</b>	<b>Essential (E) or Desirable (D)</b>	<b>To be identified by: application form (AF), interview (I), other (specify)</b>
<b>Qualifications</b>		
Minimum of ONC in construction or Civil Engineers or similar / equivalent or evidenced experience of working in a similar role	D	AF, I
Site Supervision Safety Training Scheme (SSSTS) or equivalent or a commitment to gain the necessary qualification within 12 months	E	AF, I
<b>Experience</b>		
Experience of the delivery of highway maintenance services or Capital highway projects	E	AF, I
Evidenced experience and proven competence in: <ul style="list-style-type: none"> <li>• Customer service</li> <li>• Project or Service delivery</li> <li>• Direct Labour Supervision</li> <li>• Sub-contractor direction</li> <li>• Effective use of resources</li> <li>• Health, Safety, and quality management awareness</li> </ul>	E	AF, I,

<p><b>Knowledge/skills/abilities</b></p> <p>Good written and verbal communication skills</p> <p>Ability to manage and deliver small highway construction schemes or low risk / routine maintenance activities</p> <p>Ability to supervise and instruct others</p> <p>Competent in the use of business IT support systems</p> <p>Accurate and timely recording and processing of information</p> <p>Knowledge of industry and Local Government procedures and Codes of Practice</p>	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>	<p>AF, I</p> <p>AF, I</p> <p>AF, I</p> <p>AF, I</p> <p>AF, I</p> <p>AF, I</p>
<p><b>Other Requirements</b></p> <p>Deliver our services in line with the <a href="#">Highways Asset Management Framework</a> and The <a href="#">Highway Management Plan</a> (HMP), <a href="#">Transport Asset Management Plan</a> (TAMP) which sets out how the council intends to manage, maintain and improve the highway network.</p> <p>Ensure we as the Highway Authority fulfil our statutory obligations under the Highways Act 1980 to maintain those roads, footways and cycle tracks that are maintainable at public expense are in a safe condition.</p> <p>To work collaboratively with other teams to ensure a consistent approach to service delivery countywide.</p> <p>To support the management team in delivering excellent customer service, demonstrating good customer care and effectively managing CRNs within the designated geographical area.</p> <p>To adhere to technical, legal, safety and best practice standards</p> <p>In addition to the skills knowledge and experience described above, you may be required to undertake any other duties at or below the substantive grade as directed by the Highway Manager</p> <p>In addition to the above key skills, you will be required to work flexibly between teams and across all countywide depots as directed by the Manager.</p>	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>	<p>AF, I</p> <p>AF, I</p> <p>AF, I</p> <p>AF, I</p> <p>AF, I</p> <p>AF, I</p> <p>AF, I</p>
<p>Current Full Driving licence</p>	<p>E</p>	<p>AF</p>
<p>Commitment to Equality &amp; Diversity</p>	<p>E</p>	<p>I</p>
<p>Commitment to Health &amp; Safety</p>	<p>E</p>	<p>I</p>

**Prepared by:**

**Date:**