

Job Description Streetworks Support Officer

Service:	Highways	Team:	Streetworks
Location:	Countywide		
Salary range:	£25,183- £27,269	Grade:	5
Reports to:	Streetworks Team Leader	Staff responsible for:	0

Job Purpose

As the Streetworks Support Officer you will play an important role in supporting the co-ordination and management of works, events and a wide range of other related activities on the highway network. With the aim of minimising disruption and delays to highway users. This will include liaising with utility companies, third party contractors and internal Lancashire County Council departments. To ensure they comply with all relevant Statutory legislation, regulations, codes of practice and guidance. Which include the Traffic management Act, New Roads Streetworks Act, Highways Act and the Lancashire Permit Scheme.

Ideally you will have excellent customer services skills, knowledge of Street Manager and associated interface solutions. These are not essential as training will be provided.

The post is a permanent full-time position (37 hours per week) based at our highway offices in Bamber Bridge, Preston. The team operates on a 5 over 7 working weeks so working weekends on a rota basis is required. The working hours are 8:30am to 4:30pm. The role will cover the whole of the County.

Accountabilities/Responsibilities

1. Providing support to a team of Streetworks Co-ordinator's and Streetworks Inspectors on a day-to-day operational basis ensuring that work allocated and completed in a timely and accurate manner.
2. To ensure all administrative tasks are undertaken within the required timescales in line with the requirements of the New Roads and Streetworks Act 1991, the Lancashire permit scheme and any other relevant Statutory documents, codes of practice or guidance notes.
3. Work with the Streetworks Co-ordinator and Streetworks Team Leader to provide responses to customer complaints, enquiries, and freedom of information requests. This will include communicating directly with customers, managers, and external stakeholders in a timely manner.
4. Dealing with day-to-day issues, resolving problems, or escalating to the Streetworks Co-ordinator or Streetworks Team Leader
5. Liaise with Statutory Undertakers, internal works promoters, contractors, developers, event's organisers, skip and scaffold companies to ensure compliance of highway regulation requirements including coordinating works and activities, minimising disruption, and protecting the highways asset.

Other

- **Equal Opportunities**
We are committed to achieving equal opportunities in the way we deliver services to the community and in our employment arrangements. We expect all employees to understand and promote this policy in their work.
- **Health and safety**
All employees have a responsibility for their own health and safety and that of others when carrying out their duties and must help us to apply our general statement of health and safety policy.
- **Customer Focused**
We put our customers' needs and expectations at the heart of all that we do. We expect our employees to have a full understanding of those needs and expectations so that we can provide high quality, appropriate services at all times.

Our Values

We expect all our employees to demonstrate and promote our values:

- **Supportive**
We are supportive of our customers and colleagues, recognising their contributions and making the best of their strengths to enable our communities to flourish.
- **Innovative**
We deliver the best services we possibly can, always looking for creative ways to do things better, putting the customer at the heart of our thinking, and being ambitious and focused on how we can deliver the best services now and in the future.
- **Respectful**
We treat colleagues, customers and partners with respect, listening to their views, empathising and valuing their diverse needs and perspectives, to be fair, open and honest in all that we do.
- **Collaborative**
We listen to, engage with, learn from and work with colleagues, partners and customers to help achieve the best outcomes for everyone

Person Specification Streetworks Support Officer

All the following requirements are essential unless otherwise indicated by *

Your ability to meet the job requirements will initially be assessed by the information provided on your application but further assessment will be undertaken at interview and, in some cases, by using other types of assessment(s).

Qualifications
GCSE (Grade A-C) in Math and English (or Equivalent) or Experience in a similar role
Experience
<ul style="list-style-type: none"> • Experience of working in an office environment undertaking a range of administrative tasks. • Experience of using computers and Microsoft Word, Outlook and Excel. • Experience of working as part of a team. • Experience of working to both individual and team deadlines • Experience of delivering excellent customer service • Experience of working within an organisation dealing with streetworks.*
Essential knowledge, skills & abilities
<ul style="list-style-type: none"> • Good organisational skills including prioritising workloads, decision making and time management. • Good attention to detail and skills which demonstrate thoroughness and accuracy in completing tasks. • Ability to work on your own and as part of a team. • Effective written and oral communication skills
Other essential requirements
<ul style="list-style-type: none"> • Commitment to equality and diversity. • Commitment to health and safety. • Display the LCC values and behaviours at all times and actively promote them in others. • This role will include the ability to work from home, this will require access to a home broadband connection.