

Grade 6 District Lead Officer

Advert Details

Salary £27,269. - £31,067 Per annum | Permanent, Part-Time, 22.2 hours per week |

Lancashire Highways Service is responsible for the direct delivery of all highways related schemes across the County made up of 4,300 miles of road, 151,000 streetlights and 2,955 bridges

We have an excellent opportunity for an enthusiastic Highways Enquiries Officer Grade 6. The role is home based with occasional travel to County Hall or the Cuerden Depot in Bamber Bridge.

Our normal business working hours are from 9am to 5pm Monday to Friday, this helps ensure there is adequate telephone coverage during these times.

You will be the lead officer managing multiple districts, administering the highway casework of county council Members, MP's, District and Parish Councillors, in addition to administering customer complaints and FOI requests. Working alongside technical officers and other members of the District Lead Team, you will ensure that issues are thoroughly investigated, and outcomes are communicated in a customer focused and timely manner.

As part of your role you will also assist in the following duties:

- Support the District Lead Team in administration of the highway casework of county council Members, MP's, District and Parish Councillors.
- Provide effective and pro-active communications to stakeholders in advance of highway works.
- Help ensure Freedom of Information requests are dealt with promptly.
- Assist the Complaints Officer to deal with Highways Complaints received into the team following the guidelines of the formal complaints process.

Full training and support will be provided, but the post holder needs to possess a core set of skills. This is a demanding and busy post and you must:

- Thrive in a target driven environment and multi-task to ensure deadlines are met with high-quality responses.
- Have a passion for customer service ensuring that we always deliver a high-quality customer experience, and that our customers are treated with empathy and consideration.
- Be politically aware, with a clear understanding of the county council as an organisation and our responsibilities to county council members.
- Be a plain English advocate with highly developed written communication skills.
- Be a team player and willing to support your colleagues during peaks in workload and periods of annual leave, to ensure the team deliver an exceptional service.

Lancashire County Council

Person specification		
Post title: Highways Enquiries Officer	Grade: Grade 6	
Directorate: Lancashire County Council Highways	Post number:	
Establishment or team: Countywide Services		
Requirements	Essential (E) or Desirable (D)	To be identified by: application form (AF), interview (I), test (T), or other (give details)
Qualifications Good standard of education but no specific qualifications are required for the role	D	AF
Experience		
Experience of working in a customer facing environment	E	AF,I
Experience of communicating with customers by telephone, face to face and in writing	E	AF,I
Experience of working in a busy office environment with competing demands	E	AF,I
Knowledge and skills		
Ability to communicate technical information effectively in plain English.	E	AF,I
Demonstrate excellent written communication skills	E	AF,I
Ability to liaise with staff and managers at all levels	E	AF,I
Ability to demonstrate a good level of planning and organisational skills	E	AF,I
Demonstrate an understanding of county council policies relating to work area including Customer Focus and Think Councillor First	E	AF,I
Demonstrate political awareness	E	AF,I
Ability to work with confidence and build up excellent working relationships	E	AF,I
Ability to use a range of ICT applications including bespoke database and Microsoft Applications (particularly Word & Excel)	E	AF,I
Ability to deliver excellent customer service	E	AF,I
Other (including special requirements)		
1. Commitment to equality and diversity	E	I
2. Commitment to health and safety	E	I
3. Commitment to team working	E	I
Date: March 2025		
Note: We will always consider your references before confirming a job offer in writing.		