

Job Description

Position Title	Neighbourhood Highway Officer		
Location	Exeter/Rockbeare/South Molton/Okehampton/Ivybridge/Newton Abbot		
Reporting to	Neighbourhood Highway Engineer		
Position Number(s)			
Grade	F		
Directorate/Section	Place / Highways & Traffic Management		
Effective date of JD	April 2015	JE Job Number	G.1843

Job Purpose including main duties and responsibilities:

To understand local issues and provide local advice and information on highway and traffic management.

By:-

-) Supporting, consulting and advising local elected Members on highway and traffic management issues, works and programmes;
-) Providing regular liaison with Town and Parish Councils and community groups, informing them of planned work programmes and identifying local community priorities;
-) Consulting on, determining and advising on local priorities for highway and traffic management, providing input to planned work programmes, and commissioning local programmes and projects;
-) Providing high quality customer service, focussing on undertaking technical investigation and assessment of highway and traffic management enquiries and requests.

all in order to ensure that the highway is safe and available to use whilst maintaining a high quality environment and to ensure the expeditious movement of traffic and deliver the County Council's declared objectives.

1. Provide support and advice to allocated local elected Members, Town and Parish Councils and community groups, on highway maintenance and traffic management issues, works and programmes and assist them with identifying and assessing local community priorities through regular liaison
2. Respond to internal and external customers in accordance with DCC Customer Service Standards using any communication media including letters, telephone, email and face to face and assist in the effective technical investigation of complaints and requests from customers.
3. Establish and provide regular public "drop in" surgeries in allocated towns providing advice on highway maintenance and traffic management issues in support of local elected Members

4. Identify, prioritise and commission local highway and traffic management works
5. Investigate and assess requests for speed limits for compliance with policy, undertake Traffic Regulation Order consultations, provide local input to land charge enquiries and assess, prioritise and identify potential sources of funding for requests for local transport infrastructure
6. Assess and provide local advice and approvals as required on applications including street cafes, street furniture, planting, banners, temporary signing, road closures, tourism signs, roundabout sponsorship, skips, scaffolds, vehicle crossings, S171, S50, disabled parking bays and overgrown hedge inspections
7. Participate in the out of hours stand-by arrangements and assist with the organisation and execution of Winter Service operations and response to other emergency and abnormal situations including out-of-hours working.
8. Provide local input, support and advice to enable the delivery of team responsibilities including working with schools on safe and sustainable travel issues; management of community special events; providing local input to highway schemes programme of works, traffic management schemes, highway advice on development proposals and flood risk management.
9. Provide local monitoring of the delivery of highway works and the performance of completed highway and traffic management schemes
10. To ensure the observance of the relevant provisions of the Highways Act 1980, New Roads and Street Works Act 1991 and the Traffic Management Act 2004, by statutory undertakers and others, including county council contractors, in relation to highway works and other activity in the public highway throughout Devon, including the inspection of reinstatements in accordance with the specification, adherence to the relevant code for traffic management, licenses and permits issued under the Acts, the issue of defect notices, photography, measurement and marking of works and the recovery of costs.
11. To gather relevant oral, documentary and photographic evidence, including statement taking, to substantiate a charge, or recovery of debts for costs incurred under the 1991 Act, and to subsequently assist with the preparation files to the satisfaction of the County Solicitor, with whom liaison will take place at appropriate stages of the procedure, to secure successful prosecutions in the Magistrates Court or debt recovery in the County Court.
10. To contribute to the proper and effective financial management of the service.
11. To adhere to all statutory, corporate and service policies and procedures, including those relating to health and safety, the Council's Constitution and Financial Regulations and the *current Highways & Traffic Management Quality Management System*.
12. To conform to, actively commit to and promote DCC Customer Service Standards both with internal and external 'customers' when using any communication media including telephone, email and face to face.

a) Supervision

No direct line management responsibility but the post holder may assist with on-the-job training and work familiarisation for the Neighbourhood Highway Technician role (NB this is shared with other Neighbourhood Officers. The ratio of Neighbourhood Officers to Assistant Officers is typically 6:1).

The post holder is required to audit work carried out by contractors in its neighbourhood.

b. Creativity & Innovation

The Officer is required to exercise professional judgement and solve problems in the field.

An example could be a flooded garage. The Customer Service Centre will receive a call from the public which will be referred to the Neighbourhood Officer. The post holder will meet the person on site and conduct a site assessment to identify the cause of the flooding and potential solutions. The post holder will determine what is the best option in the circumstances and then arrange for it to be considered for the future programme. If it is a simple job to fix, the post holder has the autonomy to add it to the list of works to be done. If significant works are required the post holder will liaise with the Asset Management team to arrange for it to be added to the annual programme of works.

Another example could be the future highway maintenance programme. The Asset Management team will identify sections of road in need of treatment from machine based survey data. The post holder will be required to conduct a site assessment and identify a solution to fix the problem. Potential solutions might be patching the road, re-constructing small or large sections of the road, or surface dressing. Various factors need to be taken into account as part of this process, including properly understanding the nature of the problem, considering the feasibility of each potential solution (e.g. safety and environmental as well as technical issues) and conducting a cost-benefit analysis to identify the best one.

The post holder will also exercise professional judgement on local improvement issues such as traffic calming, pedestrian crossings, traffic lightings, signage etc.

An example could be a complaint received about speeds in and around a school. The post holder will be required to assess the complaint (including measuring and analysing traffic speeds) and considering various enforcement methods if the data supports the complaint. Different solutions that might be considered include education, speed limits, signs, traffic calming. If it turns out that speed is not excessive and therefore not an issue around the school the post holder will be responsible for effectively communicating this (sometimes difficult) message to the complainants and explaining why no further action is taken. Again factors such as feasibility, cost and other priorities within the DCC programme of works need to be taken into account.

c. Links with Other Officers, Service Users or members of the Public

The Neighbourhood Officers role is to liaise between stakeholders and parties with an interest in the highway network:

-) Councillors,
-) district and parish councils,
-) local residents,
-) contractors (such as South West Highways),
-) other agencies (such as the Highways Agency),
-) other teams at DCC (such as the, Traffic Management Team, Asset Management, Sustainable Transport and Infrastructure),
-) developers,
-) hauliers

Contacts for Officers are at an operational level and cover local issues for a particular area. The Officer is the public face for Devon Highways for a particular neighbourhood and is required to form effective working relationships with all stakeholders and parties with an interest in the highways.

Outcomes of contacts are significant and can have long term impact for the road network. Examples are:

-) the decision to develop (or not) traffic calming measures in a particular location
-) the solution chosen to resolve a highways problem such as flooding or an issue with the road (patching, surface dressing, materials etc)

In addition, the post holder is the primary point of contact for allocated local Councillors and Parish Councils regarding highways and traffic management issues in their divisions and parishes. The post holder is required to keep them updated of works planned and carried out and respond to any issues which are identified. The post holder is often required to manage sensitive issues with councillors and local residents with tact and skill.

d. Levels of Responsibility

The Neighbourhood Highway Officer takes ownership of the local highway network in a designated geographic area, typically two Electoral Divisions, and is the main point of local contact and liaison for local politicians and councils, and investigation of customer contacts.

The post holder is responsible for activities within a neighbourhood and frequently makes decisions in the field to discharge this responsibility. Examples include:

-) Approving or rejecting licence applications for skips, scaffolds, road closures, street cafes, vehicle crossings.
-) Approving or rejecting temporary road restrictions (e.g. for roadworks). These road restrictions can last for up to 18 months.
-) Carrying out on-site investigations and assessments for highways issues (such as floods, or road surface issues) and identifying and

implementing simple solutions (such as minor drainage works, or patching, or parking restrictions) and identifying and recommending complex solutions (such as reconstruction of the road or one way systems)

-) Dealing with enforcement issues and stopping utility companies carrying out unauthorised and inappropriate works on the network, or dealing with issues such as hedge cutting and enforcement of the removal of advertising boards.

e. Effects of Decisions

Effects of decisions can be long term and include the following (as examples):

-) Whether particular works are carried out and the procedure, materials and technique which will be followed.
-) Whether licences are granted
-) Whether temporary road restrictions are put into place, and the period of time for which they will be in force

f. Resources

The post holder will use and be responsible for a pool van and mobile ICT equipment several times a week.

g. Work Environment

1. Work Demands – Some work is able to be planned, for example liaison meetings with district councils, but much of it is unplanned. Issues frequently crop up with no notice and the post holder is required to prioritise tasks to deal with these issues. Some work has deadlines such as the licence applications. The requirement to liaise with councillors on highways issues also brings its own pressures in terms of the work demands placed on the post holder.
2. Physical Demands – There is a requirement to walk around sites when carrying out inspections. The post holder will also be required to move collapsible signs and cones on occasions, as well as clearing gully gratings occasionally.
3. Working Conditions – – Approximately 50% of the working week is spent on site. The post holder may be exposed to inclement weather during this time.
4. Work Context – The post holder is exposed to live traffic on site visits and also has face to face contact with the public regarding unpopular or contentious highways issues (for example the post holder may attend a meeting in a town hall to explain why a particular scheme will not go ahead or public consultation exhibitions). During such contact there is always the potential for abuse. This post requires the holder to

participate in occasional out of hours working which can involve lone working on the public highway out of hours

Knowledge and Skills

The post holder needs sound knowledge and skills in the following areas:

-) Communications - the post holder needs well developed communications skills. The post holder is the public face for a particular neighbourhood and plays an important liaison role with councillors, members of the public, and other highways stakeholders. The post holder needs to be able to develop good strong working relationships, and explain and articulate the DCC position on highways issues in the area.
-) Engineering – the post holder needs a sound knowledge and experience of traffic management and highway maintenance and should be educated to HNC level, or equivalent qualifications and experience.
-) Legislation – the post holder needs an understanding of relevant legislation which includes: Highways Act, Traffic Management Act and Traffic Signs Regulations and General Directions in order to ensure that DCC fulfils its statutory obligations and highways activities in each area are compliant with the law.
-) DCC policies and procedures – the post holder needs experience and knowledge of policies and procedures in this area in order to ensure matters are dealt with appropriately.
-) Political awareness – as part of the liaison role with councillors, the post holder needs to have a sense of the political elements inherent in highways issues and concerns.

Person specification:

Attribute	Essential	Desirable	Method of Assessment
Management	<ul style="list-style-type: none"> [Ability to direct contractors to facilitate completion of works 	<ul style="list-style-type: none"> [<ul style="list-style-type: none"> [
Experience	<ul style="list-style-type: none"> [Highway maintenance inspection and construction experience [Experience of applying traffic / highway legislation to facilitate maintenance works completion and setting up temporary traffic regulation orders 	<ul style="list-style-type: none"> [<ul style="list-style-type: none"> [
Practical Skills	<ul style="list-style-type: none"> [Practical experience of highway engineering techniques [Ability to drive [Knowledge of inspection techniques 	<ul style="list-style-type: none"> [<ul style="list-style-type: none"> [
Communication	<ul style="list-style-type: none"> [Good communication skills with ability to negotiate with Local members and District Council Officers etc [Ability to translate technical detail into lay persons language 	<ul style="list-style-type: none"> [<ul style="list-style-type: none"> [
Personal Qualities	<ul style="list-style-type: none"> [Good time management [Ability to prioritise 	<ul style="list-style-type: none"> [Have empathy with public 	<ul style="list-style-type: none"> [
Strategic Thinking	<ul style="list-style-type: none"> [Understanding of the role that the Job has within the highways service [Understanding of the highways maintenance strategy for Devon [Political awareness of highway maintenance issues 	<ul style="list-style-type: none"> [<ul style="list-style-type: none"> [
Technology / IT Skills	<ul style="list-style-type: none"> [MS software [GIS mapping software 	<ul style="list-style-type: none"> [<ul style="list-style-type: none"> [
Education and Training	<ul style="list-style-type: none">) HNC in Civil Engineering or equivalent, or) ability to demonstrate proficiency in commissioning work and auditing of a highway term maintenance contract and other forms of highway contract , highway specifications, CDM, Ch 8 and Traffic Management Act requirements, and a sound knowledge of the highway procedures <p>plus</p>	<ul style="list-style-type: none"> [<ul style="list-style-type: none"> [

) Good Health and Safety awareness. [Very Good IT skills (databases, spreadsheets and complex systems). [Understanding of Highway / traffic management legislation		
Equal Opportunities	[Devon County Council and it's staff have a Statutory obligation to implement anti-discriminatory and equal opportunities when carrying out their duties	[[Demonstrate knowledge at Interview
Physical	[Able to carry out the duties of the post with reasonable adjustments where necessary	[[OH1
Other relevant factors	[Commit and conform to DCC Customer Service Standards	[[

Job GLPC profile

SMP	C&I	C&R	D.D	D.C	Res	WDM	PDM	WCN	WCT	K&S	Score
1	3	4	3	2	3	3	2	2	2	4	456

Signatures:

Job Description agreed by:

Line/Originating Manager: _____ Date: _____

Job Holder (if in place): _____ Date: _____

Head of Service: _____ Date: _____