

JOB DESCRIPTION

Job Title: County Liaison Technician

Directorate & Section/Unit: Economy & Infrastructure

Reporting to: Head of Highways and Transport Liaison

Responsible for: N/A

Salary Grade: Scale 6

DMA Management Level: Frontline

DMA Span of Control (Direct Reports): N/A

Our People Values:

To uphold and act in accordance with Worcestershire County Council's values:

- **Customer Focus** - Ensure delivery of a high-quality service which meets the needs of customers
- **Can Do Culture** - Be proactive to achieve excellence, finding solutions and creative ways of working
- **Freedom within Boundaries** - Make constructive change through cohesive decision making, ensuring services are responsive.

Purpose of job:

- To provide an efficient and effective response to highway and transport enquiries from Local Members and the public
- To report on and assist in resolving highway legislation problems, e.g. the removal of encroachments, obstructions, unauthorised signs, overgrown hedges, mud on roads
- To work with colleagues and Local Members, to provide an investigatory and information service to colleagues arising as part of the Directorate's activities, utilising bespoke technology e.g. Geographical Information Systems
- To provide support as part of a team with responsibility for investigation and risk assessment of Local Member and public enquiries, recommending larger scale and longer term repairs to Local Works and Design & Build teams

Main Activities & Responsibilities:

- To provide a response to issues raised by Local Members and the public on Highways and Transport related issues and enquires
- To identify and risk assess highway and transport enquiries ensuring appropriate health and safety measures are implemented and reporting action required
- To undertake minor works on the highway where it is safe to do so (e.g. adjusting/replacing signs, cutting back overgrowth) using a toolkit provided
- To identify the accurate location of issues reported and ensure priority traffic management, and efficient remedial work is undertaken where required with the correct equipment and resources sourced
- To provide recommendations on suitable action to colleagues following assessments of Highways and Transport issues
- To engage with landowners and residents on issues impacting the highway and / or transport and work collaboratively to reach a desired outcome ensuring safe and appropriate action
- To undertake more detailed problem solving to resolve enquiries
- To maintain accurate records and reporting of updates on issues raised working closely with the County Liaison Officers and updating colleagues, senior management and Members where appropriate

- To support the provision of excellent Customer Service in Worcestershire through effective communication with Local Members, colleagues and residents
- To participate in Worcestershire County Council's emergency response arrangements as directed by the Head of Highways & Transport Liaison/Principal Liaison Officer
- To proactively identify and assist with implementing service area improvements and assisting with resolution of enquiries at first point of contact.
- Ensure that service delivery meets with the principles of the Worcestershire County Council IT and Digital Team.
- To have a flexible approach to changing work patterns as required and to undertake any other duties
- To act as an ambassador for Worcestershire County Council ensuring appropriate and professional levels of communication

Generic Accountabilities:

- To maintain personal and professional development to meet the changing demands of the job, participate in appropriate training activities and encourage and support staff in their development and training
- To undertake other such duties, training and/or hours of work as may be reasonably required and which are consistent with the general level of responsibility of this job
- To undertake health and safety duties commensurate with the job and/or as detailed in the Directorate's Health and Safety Policy
- The duties described in this job description must be carried out in a manner which promotes equality of opportunity, dignity and due respect for all employees and service users and is consistent with the Council's Equality and Diversity Policy

Contacts:

In all contacts the post holder will be required to present a good image of the Directorate and the County Council as well as maintaining constructive relationships.

Internal: Elected Members, Directors, Assistant Directors, senior managers, management teams, managers and staff across all Directorates, project staff,

External: District & County Councils, Government agencies and departments, healthcare professionals, PCT, Police, Fire, Probation Service, educational settings, suppliers, contractors, service providers, statutory and voluntary organisations, service users, clients, customers, parents and pupils, members of the public, volunteers

Additional Information:

- The ability to travel throughout the county, including areas where there is limited public transport and be able to reach, including but not limited to, families, young people, internal and external clients and within a timely manner
- The Council reserves the right to alter the content of this job description, after consultation to reflect changes to the job or services provided, without altering the general character or level of responsibility
- Reasonable adjustments will be considered as required by the Equality Act.

Author: Rachael Benson

Date: 5th June 2023

Date of grading confirmation:

PERSON SPECIFICATION

Job Title: County Liaison Technician

Directorate & Section/Unit: Economy & Infrastructure

Salary Grade: Scale 6

EXPERIENCE:

It is **essential** that the post holder has:

- Considerable experience in working within a Highways and Transport related area
- Considerable experience of Highways and Transport Health and Safety legislation
- Considerable experience of dealing with contentious issues and enquiries relating to highways and transport issues
- Considerable experience in working within a diverse organisation
- Considerable experience of partnership working
- Considerable experience of communicating technical information to a variety of audiences
- Considerable experience of working within a customer focussed environment
- Considerable experience of financial processes and procedures
- Considerable experience of using IT software and packages including Excel and Word
- Considerable experience of researching information from a variety of sources

KNOWLEDGE, SKILLS AND ABILITIES:

It is **essential** that the post holder has:

- Detailed knowledge of Highways and Transport processes and procedures
- Detailed knowledge of resolving contentious and complex highway and transport issues
- Detailed knowledge of working within a diverse organisation and with a variety of departments
- Detailed knowledge of technical Highway and Transport information and the ability to communicate this information at a variety of levels and to a variety of audiences
- Detailed knowledge of Health and Safety legislation and practice relating to Highways and Transport
- Detailed knowledge of working within a customer focussed environment
- Detailed knowledge of financial processes and procedures
- A creative approach to problem solving and the ability to investigate information from a range of sources
- The ability to assess the needs of customers and to take appropriate action whilst demonstrating tact and diplomacy and providing information/advice in a clear and positive manner
- The ability to work within a team, contributing to team success
- The ability to proactively identify and make practical recommendations for service improvement

It is **desirable** that the post holder has:

- Experience in highway inspection surveys

QUALIFICATIONS/TRAINING & DEVELOPMENT:

It is **essential** that the post holder has:

- A Level 4 qualification or equivalent compensatory experience
- Full clean driving licence for category A and B vehicles
- Evidence of continuing professional development

It is **desirable** that the post holder has:

- A Level 1 qualification in Essential Digital Skills or evidence of excellent IT skills in Microsoft Office

ADDITIONAL INFORMATION

It is **essential** that the post holder has:

- The ability to work outside usual hours on an occasional basis

Author: Rachael Benson

Date: 26th May 2023