

## JOB DESCRIPTION

**Job Title:** Highways Technician/ Inspector

**Directorate & Section/Unit:** Environment and Economy Directorate – Highways Maintenance

**Reporting to:** Highways Operations Senior Inspector (Reactive and Cyclic)

**Management responsibility for (Level 1 Manager and above):** None

**Supervisory responsibility for (Level 1 Supervisor):** None

**Headcount and FTE of staff:** None

*Please do not change the following information unless a grading or DMA review has been undertaken.*

<b>Salary Grade:</b>	<b>Scale 6</b>
<b>WCC Management Level:</b>	<b>None</b>
<b>Number of Direct Reports:</b>	<b>Not applicable</b>

### 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 meet 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 inspect the County's highways in accordance with our statutory duty, assess risk and order the most cost effective and safe repair or resolve with third parties.
- To resolve public complaints.
- To assist in the defence of insurance claims, including appearing in court.
- To assist with severe weather/emergency events.
- To undertake minor repairs themselves.

### Main Activities & Responsibilities:

- Inspect the public highway, including foot and carriageways, signs, drainage, lining and hedges and any adjacent feature (e.g. trees) that may affect the safety of highway users
- Carry out inspections of ford crossings
- Carry out inspections of rail crossings
- Identify and risks assess any issues requiring potential remedial action.
- Order the most cost effective repair on a portable laptop, including accurate location, priority, traffic management, plus any other factors that may affect the safe and efficient provision of the repair.
- Serve notice on third parties, such as utilities and landowners of any work required on their apparatus (e.g. manhole covers) or property (e.g. trees, hedges, advertising boards)
- Recommend larger scale and longer term repairs to Local Works and Design & Build teams with appropriate priority.

- Resolve enquiries and complaints from the public (e.g. via PEM system), including ordering or recommending any remedial action.
- Assist in the detailed investigation of insurance claims, and participate in their competent defence in court.
- Carry out minor repair work, where safe and cost effective (e.g. trimming short lengths of hedges)
- Assist in adverse weather events or other emergencies, including attending on site or as part of a central coordinating team, ordering remedial action, and where appropriate making decisions on own initiative on relevant close roads and organising diversions.
- Monitor contractors' work, checking compliance with orders, and organise any remedial action, and advise management of deficient work patterns.
- The use of various IT systems on a portable laptop including defect recording on site, geographical information systems (GIS) and the internet for work ordering, enquiry/complaint updating, data interrogation, work related research and the transfer of data and photographs between various systems and files.
- Write brief reports and ad hoc letters (e.g. witness statements and post-accident reports).
- Work closely with our contractors to maximise end to end process efficiency.

### **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
- The nature of the work requires duties to be undertaken which will involve lifting carrying and moving for which appropriate training will be provided. The post holder must be able to physically deliver these
- The Code of Practice on the English Language Requirement for Public Sector Workers (the fluency duty) applies to this post. Therefore, an ability to fulfil all spoken aspects of the role with confidence through the medium of English is essential for the post.

### **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: Heads of Service, Senior Managers, Management Teams, Managers & Staff across all directorates

External: District & County Councils, Government Agencies & Departments, Police, Fire, Contractors, Service providers, service users, members of the public

**Additional Information:**

- 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:

Date: 19<sup>th</sup> Aug 2019  
Date of grading confirmation:

## PERSON SPECIFICATION

**Job Title: Highways Technician/ Inspector**

**Directorate & Section/Unit:** Reporting to **Highways Operations Inspector (Reactive and Cyclic)**

**Salary Grade: Scale 6**

**WCC Management Level: None**

### EXPERIENCE:

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

- Significant experience of working in an engineering environment.
- Significant experience of and ability to undertake site surveys (sometimes in inclement weather and difficult terrain)
- Considerable experience of assisting in the investigation of insurance claims.
- Demonstrable experience of assisting with severe weather and emergency events.
- An appropriate ONC/NVQ Level 3 in Civil Engineering or substantial experience as a highway inspector
- An ability and willingness to drive medium sized commercial vehicles and undertake driver assessments

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

- Substantial experience of carrying out highway inspection surveys.
- Demonstrable experience of assisting with the defence of insurance claims in court evidence of attending appropriate highway maintenance courses. e.g. NVQ Highway Maintenance or Civil Engineering, ONC in Civil Engineering
- Evidence of attending an appropriate highway inspector's course, e.g. 'Highway Inspection – Technical' as provided by the Skills Training Centre.

### KNOWLEDGE, SKILLS AND ABILITIES:

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

- Significant experience and knowledge of recording investigation reports and making appropriate recommendations/decisions
- Detailed knowledge of Health and Safety legislation and practice relating to Highways, and contributing to Health and Safety Risk Assessments
- Specialist knowledge and experience of computer systems, such as Microsoft Office and the Internet, including GIS based software
- An ability and willingness to undertake and pass the necessary qualification relating to the national highway inspector competency framework.

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

- Detailed knowledge of highway construction materials and solutions

## **QUALIFICATIONS/TRAINING & DEVELOPMENT:**

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

- Significant IT and computer skills, including the use of GIS based systems.
- Significant ability to work on own initiative as well as part of a team
- Significant ability to balance safety requirements with cost effective solutions
- Significant communication skills both oral and written including the ability to write brief reports and business letters.

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

- Considerable knowledge of tree safety issues
- Demonstrable knowledge of highway related legislation
- Ability to demonstrate a high level of initiative to resolve highway site issues, as well as working in a team.
- Tactful yet firm, persuasive, negotiating and influencing skills.

## **ADDITIONAL INFORMATION:**

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

- A commitment to continuous development to keep up to date with the various IT packages required for the role.
- Ability to travel throughout the county at short notice
- Full and valid driving licence
- Willingness to work occasionally outside 'normal office' hours, particularly during winter and at other severe weather events and emergencies.
- Willingness to appear in court to assist in the defence of Third Party Claims
- Willingness to undertake any relevant training
- Is prepared to travel as a passenger whilst undertaking driven inspections