

## PERSON SPECIFICATION

<b>Job Title:</b>	<b>County Liaison Officer</b>
<b>Directorate &amp; Section/Unit:</b>	<b>Directorate of Economy &amp; Infrastructure/Highways &amp; Transport Liaison</b>
<b>Salary Grade:</b>	<b>PO1/PO2</b>
<b>WCC Management Level:</b>	Frontline staff

### EXPERIENCE:

It is **essential** that the postholder has:

- Substantial experience of working in an operational environment, for example, Highways & Transport, Major projects, Waste and Sustainable Services, Flooding & Winter service
- Substantial experience in working within a large complex organisation managing the expectations of key stakeholders, including a public facing role.
- Substantial experience of working in a political organisation,
- Substantial experience of liaising with senior managers
- Substantial experience of working within a customer focussed environment
- Significant experience of IT and its business applications.
- Substantial experience in management and monitoring of budgets

### KNOWLEDGE, SKILLS AND ABILITIES:

It is **essential** that the postholder has:

- Expert knowledge of Highways legislation such as Traffic Management, the Traffic Regulation Orders Act 1980 and the Highways Act 1980
- Expert knowledge of highways and transport services
- Specialist knowledge of national legislative developments including practices and procedures affecting the Local Government agenda
- Advanced communication skills allowing for effective engagement with MPs, elected members, stakeholders, the public, special interest groups, partner organisation, the media.
- Ability to work effectively in a political environment with astute political awareness
- Ability to maintain political neutrality at all times
- Ability to build productive relationships with elected members and demonstrating political sensitivity and diplomacy
- Excellent planning, problem solving and analytical skills
- The ability to deal with complex and controversial issues effectively and bring to an effective conclusion to enhance the Authority's reputation.
- Excellent communication skills both oral and written
- Diplomatic negotiation skills
- Excellent communication skills, both written and oral, including preparation of reports and presentations to audiences
- Policy development and planning skills
- The ability to inspire confidence in others when speaking on behalf of the service

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

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

- A level 6 qualification or equivalent competence in a relevant subject such as:  
Construction, Highways maintenance, Transport or Traffic Management

It is **desirable** that the postholder:

- Evidence of continuing professional development

## **ADDITIONAL FACTORS:**

It is **essential** that the postholder:

- Can act corporately and within a corporate management context
- Demonstrates commitment to customers and to providing a high-quality service
- Has a "can do", problem solving and proactive approach to overcoming barriers to progress
- Is politically aware and competent
- Is willing to adapt to change and be innovative in respect of service delivery.
- Is prepared to attend meetings at various locations across the County/UK
- Has a willingness to work outside normal office hours (evenings & weekends)
- Drive, initiative and enthusiasm
- The ability to achieve the "win-win"
- The ability to focus on Continuous Improvement
- The ability to deal with and comprehend a lot of detail

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