

Technical Support Officer – Countywide Maintenance

Reporting to a senior manager, working as part of a team of highway professionals, to deliver a high-quality highway service experience for customers and stakeholders countywide in line with the service key themes:

- Exceptional Customer Focus
- High Quality
- High Performance

Scope of work

Role holders at this level provide general and specific technical support. Using practical and procedural knowledge, analytical and judgement skills to interpret information or situations to solve varied problems some of which may be difficult and require significant advance planning. Role holders are expected to make decisions as to when and how duties are carried out and respond independently.

Accountabilities

- To be part of a team delivering work within the prescribed Highway Operations procedures and processes under the direct supervision of the Assistant Operations Engineer.
- Responsible for any administration, assessment and analyses required to support the delivery of works within the relevant LCC policies and procedures
- To provide technical support to assist in the production of works information for direct labour crews and direct sub-contractor crews to ensure effective use of labour, plant, and materials through the proficient use of HAMS.
- Utilisation of key systems to ensure CRNs are managed to the expected quality and within the Key Performance Measures.
- To provide information and advice to customers to a high standard and within the service level timescales
- Be aware of the available highway and project budgets and to contribute to delivering works efficiently and within budget
- To provide support to the team to investigate any damages caused by third parties, to ensure maximum income recovery is achieved
- To provide technical support to ensure the accuracy, quality and timely submission of timesheets, plant cards, and any other administrative requirement for the service
- Contribute to the delivery of Key Performance Indicators and agreed service standards
- To adhere to service standards including the review of safe systems of working and Health and Safety procedures and support more junior staff
- To actively participate in service working groups and projects to contribute to service improvements and changes
- To work collaboratively and flexibly ensure a consistent approach to service delivery countywide
- To undertake training to ensure compliance with the training matrix for the service and to keep up to date with changes in policy. Legislation/contractual requirements to ensure service delivery is effective and compliant.

- Support the team in the management of Plant utilisation, allocation of human resources and use of supplier frameworks within the highways service to ensure all activities are sufficiently resourced and that any operational peaks are managed
- Delivering the Out of Hours service and responding to emergencies, including weather emergencies (at any time) ensuring they are dealt with in a prompt, competent and safe manner
- To support the management of operational depots and sites
- To support team members in the use of key works systems, processes and procedures
- To respond promptly to and implement directions from Assistant Operations Engineer and Operations Engineer or another senior manager.
- To undertake any other duties and responsibilities as requested.

Values

- **Supportive** - contribute, feedback, teamwork, Initiative, self-motivated
- **Innovative** -strong work ethic, confidence, Inquisitive, Integrity, organised, Deliver
- **Respectful**-, open, reliable, resilient, honesty, approachable, responsive, engaged
- **Collaborative** -dealing with customers, active listening, flexible

Person Specification Form		
Job Title Technical Support Officer – Countywide Maintenance	Grade 6	
Directorate Highways and Transport	Post Number	
Unit/team Highways Service - Operations		
Requirements	Essential (E) or Desirable (D)	To be identified by: application form (AF), interview (I), other (specify)
Qualifications		
Minimum 5 GCSEs including English and Maths or suitable NVQ Level 2 or relevant experience demonstrating the capability to gain relevant qualifications.	E	AF, I

Experience		
Evidenced experience and proven competence in: <ul style="list-style-type: none"> • Customer Care • A technical or specialised field • Use of specialised systems 	E	AF, I,
Knowledge/skills/abilities		
Good written and verbal communication skills	E	AF, I
Ability to work without close supervision	E	AF, I
Ability to manage a demanding workload	E	AF, I
Ability to work as part of a team	E	AF, I
Accurate and timely recording and processing of information	E	AF, I
Other Requirements		
Deliver our services in line with the Highways Asset Management Framework and The Highway Management Plan (HMP), Transport Asset Management Plan (TAMP) which sets out how the council intends to manage, maintain and improve the highway network.	E	AF, I
Ensure we as the Highway Authority fulfil our statutory obligations under the Highways Act 1980 to maintain those roads, footways and cycle tracks that are maintainable at public expense are in a safe condition.	E	AF, I
To work collaboratively with other teams to ensure a consistent approach to service delivery countywide.	E	AF, I
To support the management team in delivering excellent customer service, demonstrating good customer care and effectively managing CRNs within the designated geographical area.	E	AF, I
To adhere to technical, legal, safety and best practice standards	E	AF, I
In addition to the skills knowledge and experience described above, you may be required to undertake any other duties at or below the substantive grade as directed by the Highway Manager	E	AF, I
In addition to the above key skills, you will be required to work flexibly between teams and across all countywide depots as directed by the Manager.	E	AF, I
Current Full Driving licence	E	AF

Commitment to Equality & Diversity	E	I
Commitment to Health & Safety	E	I

Prepared by:	Date:
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