

# Hertfordshire County Council Job Outline



**JOB TITLE:** Senior Highways Officer  
**GRADE:** M1-M2  
**REPORTS TO:** Highways Manager  
**TEAM:** Highways Development Management  
**DEPARTMENT:** Environment & Infrastructure

## Purpose of the Job

To provide professional and technical expertise within a team responsible for delivering highways and transportation sector services.

The post holder will have responsibilities for the management of staff, projects and the achievement of business objectives within one of the following specialist areas;

- Asset Management & Maintenance Strategies
- Transport Planning, Strategy & Programme Delivery
- Development Management
- Member & Community Engagement (incl. discretionary budget work programmes)
- Major Projects
- Network Management (securing the expeditious movement of traffic)
- Contracts & Performance Management.

## Main Areas of Responsibility

1. Responsible for the day to day management of the team for a designated district/borough area, setting objectives, assigning tasks, managing performance to deliver against the operational targets, budgets and priorities set out in the annual plan
2. Applies technical expertise, skills and knowledge in the realm of Highways and Transportation to complete designated tasks which support the team to achieve the operational objectives as set out in the annual plan, in one of the following specialist areas;
  - a. Asset Management & Maintenance Strategies
  - b. Transport Planning, Strategy & Programme Delivery
  - c. Development Management
  - d. Member & Community Engagement (incl. discretionary budget work
  - e. programmes)
  - f. Major Projects

- g. Network Management (incl. Traffic Management Act, New Roads & Street Works Act, Licence & Enforcement, weather related incidents and statutory duty documents)
  - h. Contracts & Performance Management.
3. Works with colleagues across the service using technical knowledge and experience to recover complex, but routine, operational problems escalated from senior officers, members, MPs, Customer Service Centre, petitions and the like. In effect provide the 'glue' to the outward facing services and to 'oil the wheels' that enable the highways service to deliver both locally focussed and core services efficiently
  4. Collaborates effectively with local members to ensure they are kept informed on key issues, engaged at the appropriate stages of the decision-making process and casework queries are responded to in a timely and constructive manner
  5. Support the Budget Holder in the management and administration of the Group's budgets
  6. Produce and present reports to panels, committees and local forums relating to the business objectives, service delivery and development initiatives the team is responsible for
  7. Supports the continued improvement of the team's performance by actively contributing to business development initiatives/groups by using specialist knowledge and experience to solve problems and implement process /procedural improvements.

The duties and responsibilities listed above describe the post as it is at present. The post holder is expected to accept any reasonable alterations that may from time to time be necessary.

## **Person Specification**

**Please provide a supporting statement which includes examples and evidence of when you have demonstrated the attributes listed below.**

**You will be expected to address each point separately and in the order listed.**

**If you do not complete a full supporting statement in the requested format, your application may be rejected.**

### **Qualifications**

- Post graduate Diploma, Masters or Honours Degree in Civil Engineering studies or Transport Planning, or equivalent relevant experience.

### **Skills**

- Clear, decisive and persuasive communication skills, both written and verbal demonstrating ability to adjust to the target audience
- Ability to demonstrate a careful balance of assertiveness, political awareness and technical expertise to ensure that members are supported without being

dictated to and that the members receive the outcomes they are seeking without compromising policy

- Strong political skills, including an ability to influence and negotiate with Members and other public representatives
- Able to 'Champion' the change process and set goals for moving the service forward
- Interpersonal skills including active listening, discussion, clear resolution of disagreements and feedback (giving and receiving)
- Ability to supervise staff, setting objectives and reviewing progress and outcomes
- Able to work under own initiative within the framework of the Job Description and service protocols, making recommendations for endorsement by the line manager on complex issues that may have political or reputational risks and to ensure that consistency of approach is being maintained.

### **Knowledge/Experience**

- Leader with a depth of and breadth of technical knowledge in the highways sector so as able to collaborate effectively with staff across a range of engineering services in order to achieve the right result for the council overall
- Demonstrate knowledge and experience to design and procure highway maintenance works and minor traffic and environmental improvement schemes
- Good appreciation of the political context within which the service operates, demonstrating awareness of the wider implications (e.g. political / environmental)
- Experience of producing and presenting reports to panels, committees and local forums.

Role requires a full & valid UK driving license and access to a vehicle.

### **Diversity and Inclusion**

Hertfordshire County Council is committed to making inclusion part of our DNA, both as a large employer of people and as a provider and commissioner of services.

We strive to positively promote diversity and inclusion across the delivery of services and within our workforce. We want everyone at work, regardless of their background, identity or circumstances to have a sense of belonging to the organisation. We want all employees to feel valued, accepted and supported to succeed at work and reach their full potential. Our Diversity and Inclusion Strategy is available on the internal intranet or from your line manager.

### **Health and Safety**

It will be the duty of every employee while at work to take reasonable care for the Health and safety of themselves and of other persons who may be affected by their acts or omissions at work.

## **Additional Information: Code of Practice on the English Language Requirements for Public Sector Workers**

Public Authorities must ensure that all members of staff in customer facing roles, whatever their nationality or origins, are able to communicate the English language fluently with the general public, verbally and in written format (access needs will be met for those with a disability).