

Post Specification

Post Specification - Key Information

- **Post Title: Highways Engagement Officer**
- **Date: 31/03/25**
- **Post Group Number: 7187**
- **Job Family: Organisational Support**
- **Job Family Role Profile: OS9**
- **Final Grade: Grade 9**

To be read in conjunction with the job family role profile.

Service Area Description

Sustainable Transport & Highways.

Purpose of this Post

To work in service, providing specialist support to ensure the effective management, handling and response to requests from service users of Sustainable Transport & Highways.

Key Job Specific Accountabilities

1. To support the Highways service in dealing with service requests and general enquiries, ensuring that all communications with customers, written and/or oral are responded to within the determined timescale and in a consistent format as agreed by the Team Leader.
2. To assist in the continuous development and maintenance of the appropriate systems for reporting regular management information on customer needs/feedback and performance of the wider service.
3. To analyse all relevant data and report any trends/actions/recommendations to the Team Leader for Highways Engagement with a proposed action plan for resolution.
4. To ensure that effective systems and quality assurance frameworks for service requests and general enquiries are in place, reviewed and reported to the Team Leader for Highways Engagement on a need basis (for example, weekly), whilst continuing to meet professional and regulatory standards.
5. To interact with both internal/external team/stakeholders, consult and respond to all service requests and general enquiries. In addition, significant focus must be given to the quality, relevance and timely information being provided to all stakeholders.
6. To assist in creating a repository of information gathered from the enquiries made into the service and ensuring the repository is kept up to date and current.

Please note: Annual targets will be discussed during the appraisal process.

Key Facts and Figures of the Post

- **Budget Responsibilities:** None
- **Staff Management Responsibilities:** None
- **Other:** Ensure the service is covered during normal operating times (including emergency events etc).

Essential Criteria

- **Qualifications:** NVQ Level 3./A Level or equivalent
- **Knowledge:** Politically astute in a rapidly changing environment.
- **Experience:** Considerable experience in service delivery and other requests for information from internal and external stakeholders. A track record of working at all levels within an organisation providing information and advice. An ability to demonstrate successful communications. Interpersonal skills.
- **Expertise:** Able to operate standard office equipment and ICT skills at an advanced level.

Disclosure and Barring Service (DBS) Checks

- This post does not require a DBS check.

Job Working Circumstances

- **Emotional Demands:** Moderate.
- **Physical Demands:** Minimal.
- **Working Conditions:** Minimal.
- **Other Factors:** None.

Other Factors: