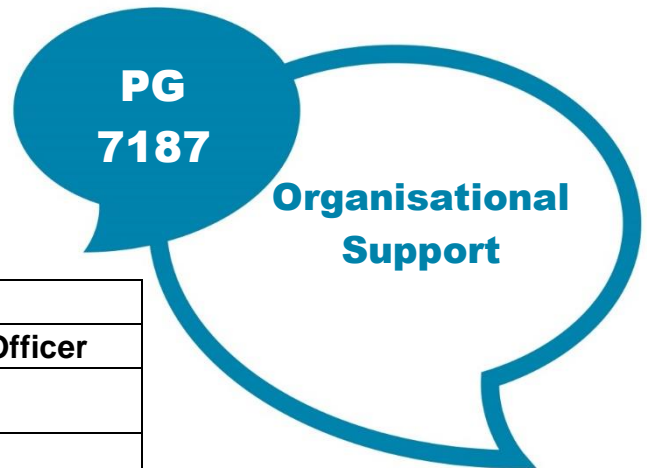


Post Specification



Date	February 2021
Post Title	Highways Engagement Officer
Role Profile	OS9
Final Grade	9

To be read in conjunction with your role profile

Service Area (brief description)
Economy and Infrastructure, Highways and Transport.
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 Highways, Transport and Fleet.
Key job specific accountabilities (max 5)
<ol style="list-style-type: none"> 1. To support the Highways service in dealing with service requests and general enquires, ensuring that all communications with our customers, written and/or oral are responded to within the determined time scale and in a consistent format 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 Customer Engagement with a proposed action plan for resolution. 4. To ensure that effective systems and quality assurance frameworks for service requests and general enquires are in place, reviewed and reported to the Team Leader for Customer Engagement on a need basis (for example, weekly), whilst continuing to meet professional and regulatory standards. 5. To interact with both internal and external teams/stakeholders, consult and respond to all service requests and general enquires. 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 enquires made into the service and ensuring that the repository is kept up to date and current
Key facts and figures of the post

Budget responsibilities	<ul style="list-style-type: none"> • None
Staff management responsibilities	<ul style="list-style-type: none"> • None •
Other	<ul style="list-style-type: none"> • Ensure the service is covered during normal operating times. (including emergency events etc)
Post Specific - Qualifications, knowledge, experience and expertise	
<ul style="list-style-type: none"> • NVQ level 3/A level or equivalent • 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 • Politically astute in a rapidly-changing environment. • Interpersonal skills. • Able to operate standard office equipment and ICT skills at an advanced level. 	
Job working circumstances (only include if additional JWCs apply)	
Emotional demands	<ul style="list-style-type: none"> • Moderate
Physical demands	<ul style="list-style-type: none"> • Minimal
Working conditions	<ul style="list-style-type: none"> • Minimal
Other Factors	
<ul style="list-style-type: none"> • N/A 	