**Job Description**

# Section A: Job Profile

## Job Details

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| Job Title: | Assistant Officer – Technical Support – Operations |
| Salary: | £26,873 - £28,770 |
| Grade: | G7 |
| Hours: | 37 per week. We are open to discussions about flexible working. |
| Team: | Area Operations |
| Service Area: | Highways and Operations within Environment and Place |
| Primary Location: | Hybrid working with weekly travel to Ron Groves House, or Deddington Depot, or Drayton Depot*Please note we are actively looking at our ways of working using everything we have learnt and heard from our people about the organisational and personal benefits of agile working. What you can absolutely expect from working at Oxfordshire County Council (OCC) is that you will have the support to do your job and deliver great results, wherever you are based. Each role at OCC is different and we know the needs of individuals are also varied, and so our approach to where and how often we would like to see you in person will be taken depending on the requirements of the role and in collaboration with you as part of the recruitment process* |
| Budget responsibility: | N/A |
| Responsible to: | Team Leader – Cyclical Maintenance |
| Responsible for: | N/A |
| Political Restricted Post: | Not a restricted post |

## Job Purpose

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| The purpose of this job is to provide administrative support to the Highway Operations team to deliver the revenue maintenance workstreams. The role is primarily offering administrative support to team members with the preparation of works documentation as well as technical administrative duties in relation to highway maintenance operational activities. Some travel will be required to undertake site visits to parish locations. As Assistant Officer- Technical Support - Operations the post holder will be accountable for the following activities: - * Working co-operatively, as part of a team to provide efficient and effective administrative support to technical staff based within the highway operations teams.
* Actively liaising with colleagues to provide constant and consistent services, streamline practices, provide cross-service cover, and help prevent excessive workload peaks.
* Developing detailed knowledge, skills, and expertise in highway maintenance and inspection to enable the directorate to meet statutory requirements.
* Attend site visits on the public highway across Oxfordshire.
* Working with the team to deliver relevant parts of the Service Plan.
* Provide support and assistance to team members as required.

  To support our Organisation, People and Partners to look forward, using analysis and evidence to inform plans, manage risks appropriately and apply insight to ensure the delivery of effective services for our local people.  To learn and adapt to deliver positive outcomes in efficient and consistent ways, constructively challenging how services are provided and working together to build on our strengths.   The role will require collaborating with Senior Officers, Officers, Members, Communities, and other Partners, therefore being able to build working relationships and effectively communicate professional advice is vital.  |  |

## Job Responsibilities

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| Technical / Professional Skills * Liaise with other teams on related workstreams and progress.
* Maintain record-keeping systems for recording and monitoring service processes and provide regular summary reports to operational staff and managers to ensure that relevant actions take place in a timely fashion.
* Assist with investigations and take action on public complaints or enquiries relating activities on the highway including by Statutory Undertakers and others.
* Monitor and disseminate information to the team from the generic email team inbox.
* Undertake site visits alone and with colleagues to record and progress survey data.
* Assist when required with licenced applications, including vehicle accesses, skips and scaffolds to ensure they conform to conditions as set out in that licence.
* Undertake Utility Company Search enquiries for site specific locations
* Prepare diversion route plans using AutoCAD for works requiring road closures and prepare information to allow the progress of Temporary Traffic Regulation Orders (TTROs).

Relationships and Stakeholder Management  * To build and promote relationships across the Council, its Suppliers and other Partners while delivering effective and consistent services, which represent value for money.
* Engage with staff and stakeholders to shape and agree priorities and objectives in line with the service plan and relevant corporate policies and external legislation.

 Any other duties as may be deemed necessary to carry out the full remit of the role. |

# Our Values

Our organisational values underpin everything we do and say and are supported by policies, processes, and guidance. In short, our values describe ‘the way we do things here’ so that we deliver great services for our residents. Our values are:

* Always learning
* Be kind and care
* Equality and integrity in all we do
* Taking responsibility
* Daring to do it differently

Everyone that works for us demonstrates their commitment to these values. We will ask you to demonstrate your commitment to these values, and their associated behaviours, throughout the application process.

# Section B: Selection Criteria/Person Specification

This section provides a list of essential and desirable criteria that detail the skills, knowledge, behaviours, qualifications, and experience that a candidate should have to perform the job.

Each of the criteria listed below, and your commitment to our values, will be measured through the application form/CV (A) and optionally one or more of the following - a test / exercise (T), an interview (I), a presentation (P) or documentation (D). You must provide a supporting statement as part of your application which includes examples and evidence of when you have demonstrated the criteria listed below.

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| Essential Criteria | Assessed By: |
| English Language and Mathematics GCSE Grade C or above, or equivalent, or comparable ability | A  |
| Have full and clean driving licence and have access to own vehicle. | A / I |
| Ability to use own judgment in a range of situations,  | A / I  |
| Ability to work alone, as well as working co-operatively as a team member | I |
| Be physically able to undertake inspections of the public highway on footways, carriageways, and uneven ground. | A / I  |
| Excellent communication, presentation, and basic negotiation skills, and assist with the preparation of clear and concise reports  | A / I  |
| Proficient in MS Office skills (Word, Outlook, Excel etc.)  | A / I |
| Desirable Criteria | Assessed By: |
| Education to level 2 NVQ or equivalent in a related discipline or experience of working in a relevant local government environment or related industry for a period of 3 years | A / I |
| Have experience in highway maintenance and the ability to prepare plans, drawings and display materials for highway schemes, consultations, and legal notices.  | A / I |
| Experience of and the abilty to use Autocad to a basic level | A / I |
| Experience of inputting and retrieving data from ICT based record systems and retrieval and collation using internet/web-based systems.  | A / I |

# Section C: Pre-employment Checks

All appointments are subject to standard pre-employment screening. This will include identity, references, proof of right to work in the UK, medical clearance, and verification of certificates. Further information can be found here [Pre-employment checks](https://www2.oxfordshire.gov.uk/cms/content/support-attending-interviews)

Additional pre-employment checks specific to this role are identified below (those ticked).

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| [ ]  | Enhanced Disclosure and Barring Service check with Children’s and Adults Barred List | [ ]  | Enhanced Disclosure and Barring Service check without [an Adult/Children’s barred list check](https://intranet.oxfordshire.gov.uk/cms/content/safer-recruitment-and-disclosure-and-barring-service-checks#enhanced-dbs-check-without-an-adult-childrens-barred-list-check) |
| [ ]  | Enhanced Disclosure and Barring Service check with Children’s Barred List | [ ]  | Enhanced Disclosure and Barring Service check with Adults Barred List |
| [ ]  | Standard Disclosure and Barring Service check | [ ]  | Basic Disclosure |
| [ ]  | Disqualification for Caring for Children (Education) | [ ]  | Overseas Criminal Record Checks |
| [ ]  | Prohibition from Teaching | [ ]  | Professional Registration |
| [ ]  | Non police personnel vetting | [ ]  | Disqualification from Caring |

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| [ ]  | Other (please specify):       |

# Section D: Working Conditions

This is a guide to the working conditions and the potential hazards and risks that may be faced by the post-holder.

## Health and Safety at Work

You are responsible for your own health, safety, and wellbeing, and undertaking health and safety duties and responsibilities for your role as specified within Oxfordshire County Councils Health and Safety Policy.

The potential significant hazard(s) and risk(s) for this job are identified below (those ticked).

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| [ ]  | Provision of personal care on a regular basis | [ ]  | Driving HGV or LGV for work |
| [ ]  | Regular manual handling (which includes assisting, manoeuvring, pushing, and pulling) of people (including pupils) or objects | [x]  | Any other frequent driving or prolonged driving at work activities (e.g., long journeys driving own private vehicle or a council vehicle for work purposes) |
| [ ]  | Working at height/ using ladders on a regular/ repetitive basis | [x]  | Restricted postural change – prolonged sitting |
| [x]  | Lone working on a regular basis | [ ]  | Restricted postural change – prolonged standing |
| [ ]  | Night work | [ ]  | Regular/repetitive bending/ squatting/ kneeling/crouching |
| [ ]  | Rotating shift work | [ ]  | Manual cleaning/ domestic duties |
| [x]  | Working on/ or near a road | [x]  | Regular work outdoors |
| [x]  | Significant use of computers (display screen equipment) | [ ]  | Work with vulnerable children or vulnerable adults |
| [ ]  | Undertaking repetitive tasks | [x]  | Working with challenging behaviours |
| [ ]  | Continual telephone use (call centres) | [ ]  | Regular work with skin irritants/ allergens |
| [ ]  | Work requiring hearing protection (exposure to noise above action levels) | [ ]  | Regular work with respiratory irritants/ allergens (exposure to dust, fumes, chemicals, fibres) |
| [ ]  | Work requiring respirators or masks | [ ]  | Work with vibrating tools/ machinery |
| [ ]  | Work involving food handling | [ ]  | Work with waste, refuse |
| [ ]  | Potential exposure to blood or bodily fluids | [x]  | Face-to-face contact with members of the public |

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| [ ]  | Other (please specify):       |

September 2024