

Job Description

For Non-Streamlined Positions

This form is used to provide a complete description of the specific job (or role) and defines the skills, knowledge and abilities required to undertake the specific and generic role profile.

Section A: Specific Role Profile

The specific role profile provides key information relating to the salary and working conditions e.g. location of a job, along with the current focus of the job role and a brief description of the main duties.

Role Details

Job Title:	Technical Administrator	JEID	M4014
Salary Grade:	F		
Team:	Rights of Way		
Service Area:	County Highways		
Primary Location:	Budbrooke		
Political Restriction	This position is not politically restricted.		
Responsible to:	Marion Borman		
Responsible for:	N/A		

Role Purpose

To support the efficient day to day operation of the Rights of Way Team, to actively support the work of various Access, Definitive Map and Enforcement and Maintenance officers and to support the Ranger/Volunteer Coordinators. To act as the first point of contact with customers, support the rolling programme of the processing of legal orders to alter the Rights of Way Network. To support and assist in the opening of the Rights of Way network and support their efficient maintenance.

Role Responsibilities

- To operate a range of efficient administrative systems and procedures within the team that specifically supports the operation of the service area.
- Attend meetings to deal with difficult issues, to provide information and advice and to obtain views of partners/ stakeholders and to provide support to more senior officers at meetings with elected Members, public and stakeholders, to undertake consultation, provide information and advice and answer routine technical and policy questions and assist senior officers with writing committee reports.
- To communicate effectively within the team and provide a customer focussed service.
 - To provide a frontline customer response service and resolve issues relating to a wide range of routine enquiries. Including advice around the application of legislation such as the Highways Act 1980, Traffic Regulation Act 1984 and Countryside and Rights of Act 2004.
 - To support the efficient operation and provision all office services and equipment.
 - To undertake research and information gathering activities and provide management information data as requested.
 - To undertake a range of financial administrative tasks in accordance with relevant procedures.
 - To maintain a range of complex data accurately and securely and retrieve data in a timely manner.

- To maximise the use of ICT to enhance the efficiency and quality of support and service provision.

To deal with a range of difficult customer enquiries complaints and associated correspondence, including the provision of advice and carrying out investigations as necessary e.g. responding to highways insurance claims.

To monitor progress in relation to the execution of work and to provide information for performance management reporting as required

Section B: Person Specification

The person specification provides a list of essential and desirable criteria (skills and competencies) that a candidate should have in order to perform the job.

Each of the criteria listed below will be measured through; the application form (A), a test / exercise (T), an interview (I), a presentation (P) or documentation (D).



Essential Criteria

Assessed By:

Good Literacy and numeracy skills	A/I
To be able to independently interpret and analyse information and facts to solve varied problems	A/I
To be able to communicate in person or in writing, a variety of information to a range of people.	A/I
To be able to use a keyboard with some precision or speed	A/I
The ability to work under pressure including meeting deadlines and dealing with interruptions	A/I
The ability to cope in situations where there is an emotional demand arising from the work being undertaken.	A/I
Experience of accounting for considerable sums of money	A/I
To be able to work with some initiative and little close supervision	A/I
To be able to use own initiative to respond independently to problems and unexpected situations	A/I
Experience of handling and processing manual or computerised information	A/I

Desirable Criteria

Assessed By:

A basic Knowledge of the Highways Act 1980, Traffic Regulation Act 1984 and Countryside and Rights of Act 2004.	A/I
A basic knowledge of the Rights of Way networks.	A/I
A basic knowledge of Highway Maintenance techniques and procedures.	A/I

Section C: Working Conditions

The working conditions relate to those non-contractual elements of the job that may impact on the holder of the position, as well as those workplace-based responsibilities that are part of this job. These are not contractual but provide a guide to the working conditions and the potential hazards and risks that may be faced.

Health & Safety at Work

To take responsibility for your own health, safety and wellbeing, and undertake health and safety duties and responsibilities for your role as specified within Warwickshire County Councils Health and Safety Policy, and all other relevant health and safety policies, arrangements, procedures, systems of work as specified for the post/ role.

Potential Hazards & Risks

The potential significant hazard(s) and risk(s) for this job are identified below (those ticked). The purpose of recording this information on the job description is so that the health status of the potential and actual post-holders can be assessed with regard to the significant hazards and risks. These hazards and risks should be based on the appropriate activity, process and/or operation risk assessment whereby all of the significant risks are identified, recorded and appropriately controlled. The list below is therefore

not an exhaustive list because it is the risk assessment that details all significant risks that could arise out of or in connection with the work activity, but any others will be identified in the 'other' section.	
<input type="checkbox"/> Provision of personal care on a regular basis	<input type="checkbox"/> Driving HGV or LGV for work
<input type="checkbox"/> Regular manual handling (which includes assisting, manoeuvring, pushing and pulling) of people (including pupils) or objects	<input type="checkbox"/> Any other frequent driving or prolonged driving at work activities (e.g. long journeys driving own private vehicle or WCC vehicle for work purposes)
<input type="checkbox"/> Working at height/ using ladders on a regular/ repetitive basis	<input type="checkbox"/> X Restricted postural change – prolonged sitting
<input type="checkbox"/> Lone working on a regular basis	<input type="checkbox"/> Restricted postural change – prolonged standing
<input type="checkbox"/> Night work	<input type="checkbox"/> Regular/repetitive bending/ squatting/ kneeling/crouching
<input type="checkbox"/> Rotating shift work	<input type="checkbox"/> Manual cleaning/ domestic duties
<input type="checkbox"/> Working on/ or near a road	<input type="checkbox"/> Regular work outdoors
<input type="checkbox"/> X Significant use of computers (display screen equipment)	<input type="checkbox"/> Work with vulnerable children or vulnerable adults
<input type="checkbox"/> Undertaking repetitive tasks	<input type="checkbox"/> Working with challenging behaviours
<input type="checkbox"/> Continual telephone use (call centres)	<input type="checkbox"/> Regular work with skin irritants/ allergens
<input type="checkbox"/> Work requiring hearing protection (exposure to noise above action levels)	<input type="checkbox"/> Regular work with respiratory irritants/ allergens (exposure to dust, fumes, chemicals, fibres)
<input type="checkbox"/> Work requiring respirators or masks	<input type="checkbox"/> Work with vibrating tools/ machinery
<input type="checkbox"/> Work involving food handling	<input type="checkbox"/> Work with waste, refuse
<input type="checkbox"/> Potential exposure to blood or bodily fluids	<input type="checkbox"/> Face-to-face contact with members of the public
<input type="checkbox"/> Other (please specify):	