

Job Description

For Engineer 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:	Contract & Policy Support Officer	JEID	G0110
Salary Grade:	Grade E		
Team:	Contract & Policy Team		
Service Area:	County Highways		
Primary Location:	Budbrooke		
Political Restriction	This position is not politically restricted.		
Responsible to:	Design & Delivery Manager		
Responsible for:	Assisting in County Highways Contract and Policy Management		

Role Purpose

This post sits in the County Highways Contract & Policy Team within the Communities Directorate and reports to the Design & Delivery Manager.

The overall purpose of the role is to help provide support and assistance to senior engineering staff, utilising and maximising the use of IT, in the effective management of,

- highway policy and strategy
- highway software systems
- highway depots
- health & safety
- asset management
- winter services

Ensuring that the service operates efficiently, safely and all risks are controlled.

Role Responsibilities

- To maximise the use of ICT to enhance the efficiency and quality of support and service provision.
- To help collect and provide information for performance and quality management reporting.
- To maintain a range of complex data accurately and securely and retrieve data in a timely manner.
- To assist in undertake day to day maintenance and updating records, inventories, plans and other information to ensure that information and databases are accurate and complete.
- Promote the Council's Health and Safety at work policies and ensure these are implemented effectively with their area of works and responsibility.
- To undertake any other relevant and appropriate duties and responsibilities commensurate with the post as required, to ensure that the Council's services are run in a flexible and efficient manner.
- To assist in the design and configuration of Highways systems to achieve business process improvements.
- Work with the highways system user community implement improvements.
- Liase with Project teams, technical resources, suppliers, and other stakeholders to delivered specified project deliverables.
- Assist with test plans, undertakes unit and system testing and assists Highways users in functional testing and UAT.
- Assist with communication system improvements to the Highways user community with any details of implications to systems and processes.

Section B: Generic Role Profile

The generic role profile provides a list of the main tasks that cover the broad range of duties and responsibilities performed at this level for the job role. An employee may not be undertaking all of these at any one time, but they could be expected to do so under their contract of employment.

Generic Role Details

Job Role:	Contract & Policy Support Officer
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Main Tasks

- To operate a range of efficient administrative systems and procedures within the team that specifically supports the operation of the service area.
- To organise meetings and events in liaison with other relevant officers and outside agencies / bodies and take minutes /notes as required.
- To communicate effectively within the team and provide a customer focussed service.
- To assist with planning, organising, and scheduling of workload and survey programme to meet the objectives of the service
- To undertake research and information gathering activities and provide management information data as requested.
- Provide cover during periods of leave and/or sickness for the corresponding Officer, should there be a service demand.
- To ensure that Health and Safety responsibilities are carried out in accordance with the Health and Safety Policy and Procedures.
- To provide support to activities as required by the service.
- Carry out assignments, alone or as part of a team (including project assignments).
- Implement configuration changes and improvements within the highways system to implement business improvements, data management and improved practices.
- To assist in the support of technology for Highways staff such as tablets and phones.
- To liaise with suppliers in terms of reporting and monitoring support calls on behalf of Highways. To keep interested parties informed of progress.
- To log technical and project issues in the appropriate format and repository.

Section C: 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:

GCSE English, Maths, IT Grade A-C / 7-4	A, I, D
The ability to independently interpret and analyse varied or situations and to produce solutions.	A, I
The ability to communicate with varied audiences in person and/or writing.	A, I
ICT Experience including MS Word / MS Excel and databases.	A, I
The ability to organise own workload and deciding priorities; work to deadlines, including meeting unpredictable deadlines, and dealing with interruptions.	A, I
The ability to cope in situations where there is a demand arising from the work being undertaken.	A, I
Awareness of Policies and Procedures.	A, I
The ability to work and adopt a course of action which is not necessarily their preferred approach.	A, I
The ability to use own initiative to respond independently to problems and unexpected situations and deciding on best course of action.	A, I
Ability to demonstrate problem solving skills.	A, I

Desirable Criteria

Assessed By:

Hold a current full and valid Driving Licence.	A, I, D
Relevant experience in a highway maintenance operational environment.	A, I
Knowledge and/or experience of IT systems and their applications in a highway maintenance environment	A, I

Section D: 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.

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	Any other frequent driving or prolonged driving at work activities (e.g. long journeys driving own private vehicle or WCC vehicle for work purposes)
Working at height/ using ladders on a regular/ repetitive basis	Restricted postural change – prolonged sitting
<input checked="" type="checkbox"/> 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
Working on/ or near a road	Regular work outdoors
<input checked="" type="checkbox"/> Significant use of computers (display screen equipment)	Work with vulnerable children or vulnerable adults
Undertaking repetitive tasks	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	<input checked="" type="checkbox"/> Face-to-face contact with members of the public
Other (please specify):	