



# RUTLAND COUNTY COUNCIL

## JOB DESCRIPTION

**Position Title:** Highways Operations Technician

**Grade:** Scale 4

**Directorate:** Places

**Department:** Highways

**Responsible to:** Highways Operations Manager

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### **Purpose of the Job:**

To provide efficient and effective technical and administrative support to the Highways Operations Manager and to the Highways section generally.

### **Main Responsibilities:**

1. To investigate reports of highway flooding, including blocked road gully's and culverts. Identifying the problem and in turn raising works orders for rectification when required.
2. To investigate highways related insurance claims made against the authority. Providing all relevant information required to the Council's insurers, in order to defend such claims. Including maintaining records kept on the Council's insurance claims database.
3. To assist with the Winter Maintenance service, for example the maintenance of records regarding the number of treatments and salt used over the winter season. Liaise with Parish Councils and local farmers regarding snow clearance operations and equipment.
4. To manage and co-ordinate recovery of Rutland County Council costs, from third parties for incidents within the highway, including damage to Council property. Raising invoices and entering into correspondence with Insurance Companies, the Police and others as required.
5. To undertake the administration of the Term Maintenance Contract, including raising purchase orders, processing payments, monitoring and controlling expenditure as assigned.
6. To assist in the control of works and incidents within or associated with the highway.



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7. To assist in the organisation, monitoring and control of emergencies, including winter maintenance operations in respect of third party assistance and to liaise with adjoining authorities.
8. To assist with the assessment of the condition of the highway network.
9. Assist with other duties and responsibilities associated with a post of a similar level, particularly in respect of covering annual leave and sickness requirements and such other duties as may be required by the Highways Operations Manager commensurate with the responsibilities of this post.
10. To act in accordance with the principles set out in the Employee Code of Conduct and the Council's Values, recognising the duty of all public sector employees to discharge public functions reasonably and according to the law.

### **STANDARD CLAUSES**

#### **1. Training**

You will keep under review your own training and developmental needs and keep yourself informed of current issues and be alert to Rutland County Council's and other relevant bodies training programmes and policies.

#### **2. Health and Safety**

You will take reasonable care for your health and safety and have regard to other persons who may be affected by the performance of your duties, in accordance with the provisions of Health and Safety legislation and Rutland County Council's and Departmental codes of practice and procedures. You will exercise proper care in handling, operating and safeguarding any equipment, vehicle or appliance provided, used or issued by the Council or provided or issued by a third party for individual or collective use in the performance of your duties.

#### **3. Equal Opportunities**

You will uphold Rutland County Council's Equal Opportunities practices in accordance with the Council's Equality and Diversity Policy, to ensure the promotion of fair and high quality services to all.

#### **4. Customer Care**

You will promote and deliver fair and high quality customer care services that are sensitive and responsive to customers and in accordance with Rutland County Council's Customer Care Policies.



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### 5. Financial Management

To be aware of your responsibilities under the constitution of the Council relating to financial and contract procedure rules.

### 6. Technology

Where appropriate you will work with computer and other new technology and associated systems as required and support staff in its use.

### 7. Risk Management Responsibility

You will take reasonable steps to ensure your awareness of any issues identified in strategic or operational Risk Registers that impact on, or might be impacted on by the performance of your duties. You will exercise the proper care in carrying out actions to mitigate such risks as directed by your line manager or by corporate or departmental statements of policy.

### 8. Environment

You will familiarise yourself and work in accordance with the County Council's environmental policies and established office and work practices, including, but not limited to, those contained on the Environmental Policies webpage on the Staff Intranet available via the Climate Change intranet pages.

### 9. Other duties

This job description indicates the main areas of activity of this post. From time to time, however, other tasks/duties may be required but these will fall within the general areas of responsibility and grade of the post. Any changes which are of a permanent nature will, following consultation with you, be included in the job description in specific terms and will be formally issued to you.



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## JOB REQUIREMENTS

### QUALIFICATIONS/TRAINING/EDUCATION

Essential	Method of Assessment *
GCSE's at Grade A-C standard (or equivalent), including English and Mathematics	A/D

Desirable	Method of Assessment *
HNC/ Btech or equivalent in a Civil Engineering related subject	A/D
NRSWA Accreditation	A/D

### EXPERIENCE/KNOWLEDGE

Essential	Method of Assessment *
Experience of computerised systems and their application, including databases and spreadsheets	A/I
Experience in an administrative/support function	A/I

Desirable	Method of Assessment *
An understanding of the various forms of contract and their appropriateness for the undertaking of highway works.	A/I
Experience of dealing with 3 <sup>rd</sup> party insurance claims.	A/I
Working knowledge of contractual issues and schedules/Bills of Quantities in respect of engineering or building works required.	A/I
A good working knowledge of highway standards and guidance	A/I
Experience of working in a Local Authority Highways section	A/I
Experience of Local Authority finance processes	A/I



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Experience of using MapInfo	A/I
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### **SKILLS**

Essential	Method of Assessment *
Excellent numerical skills with which to undertake assessment of claims for payment, statistical analysis and presentation.	A/I
An analytical approach to problem solving.	A/I
Able to work individually and as part of a team.	A/I
Demonstrate self-motivation and a can do attitude.	A/I
Confident and able to prioritise and meet deadlines.	A/I
Good IT skills, including the ability to develop and use spreadsheets and use a range of IT software.	A/I

Desirable	Method of Assessment *
Some experience of the workings of highways maintenance.	A/I

### **EQUALITY AND DIVERSITY**

Essential	Method of Assessment *
Able to recognise discrimination and be proactive in ensuring the Council's policy is put into practice.	A/I



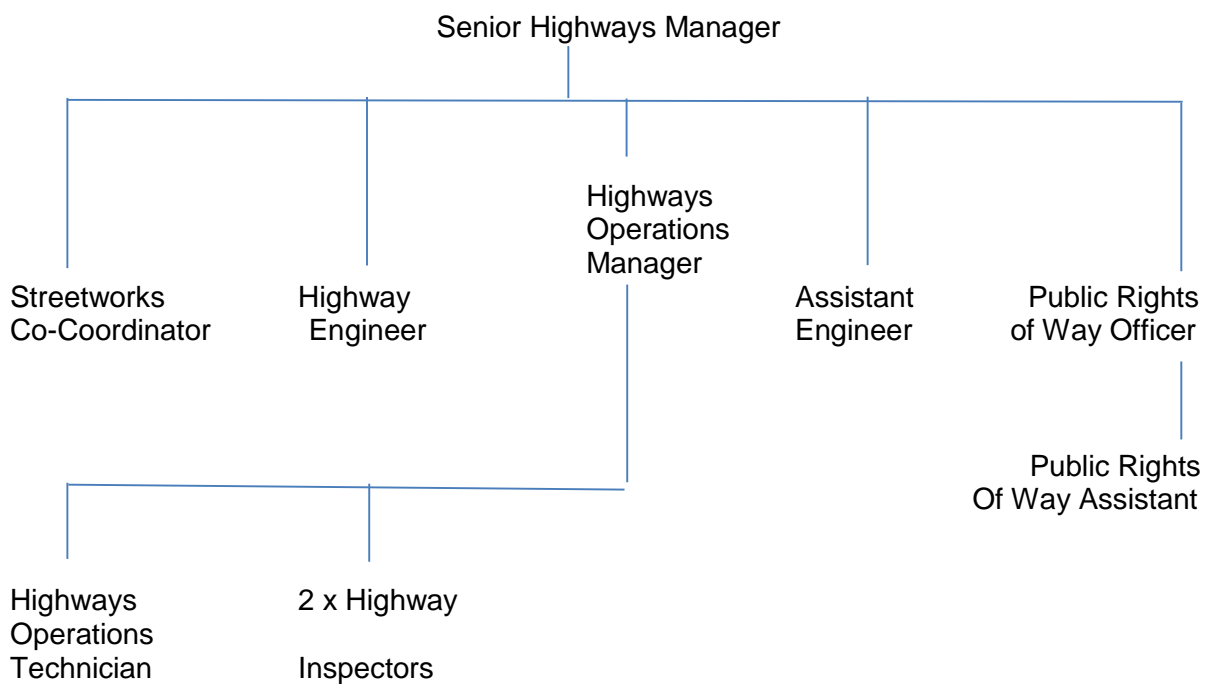
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## OTHER

Essential	Method of Assessment *
Mobile and able to work from various locations. Driving licence.	A/I

\* A = Application Form    D = Documentary evidence    I = Interview    T = Test

## STRUCTURE





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**NOTE:** These requirements must be reviewed each time this post becomes vacant. The reviewing manager must sign below. If changed, please submit both the original job description and amended job description to the Human Resources Department.

<b>DATE</b>	<b>CHANGE - YES/NO</b>	<b>PREPARED BY (Name &amp; Position Title)</b>
<b>2018-10-31</b>	<b>No</b>	<b>Neil Tomlinson</b>