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|  | JOB DESCRIPTION | FormJD1 |
| JOB TITLE: Highways Customer Officer  | POST NUMBER:  |
| **REPORTS TO:**   | Head of Highways Asset Management |
| DEPARTMENT: Highways | GRADE: 6 |
| JE REF: | 0034 | PANEL DATE: | 10/05/2022 |
| **1** | **MAIN PURPOSE OF JOB**Reporting directly to the Head of Highways Asset Management this is an important, customer facing role supporting the provision of excellent customer service functions. The role has two key aspects to it:Reactive* The Highways Customer Officer (HCO) will take the lead, but not the ownership, in handling all contacts on behalf of City of York Highways including, but not limited to, public enquiries, partner/stakeholder enquiries councillor enquiries, complaints and Freedom of Information requests. In doing so the HCO will contribute to streamlining processes whilst taking initial load from operational managers contributing to improved customer response and a more efficient customer facing service

Proactive * In regards to planned works the HCO will support Project Engineers and Supervisors with proactive engagement through written notifications and, as appropriate, site drop in centres where members of the public will be invited to discuss future projects.
* This includes seeking opportunities to the Communications Team to showcase outcomes in improvement projects
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| **2** | **CORE RESPONSIBILITIES, TASKS & DUTIES:** |
|  | i | Liaise, advocate and collaborate with various CYC project team members to ensure a high quality customer approach to the delivery of the transport, highways and traffic, and general infrastructure schemes within York. |
|  | ii | Establish and maintain good internal and external relationships with clients, customers, elected Members, other colleagues, contractors and the general public. |
|  | iii | Work with the Communications team, Web Services and Customer Services (including Have your Say) to effectively forward plan and communicate the work of the Teams, Sections and Departments as appropriate. This may involve attending and engaging with members of the public at public community / stakeholder meetings, Ward Committees and Parish Councils.  |
|  | iv | Prepare reports/statistics/briefings to meet statutory/management informationrequirements |
|  | v | Respond to and resolve enquiries and problems, judging when to pass on complex queries or involve others, to provide an effective service and clear advice to colleagues and customers |
|  | vi | Plan and prioritise own work activities for the weeks ahead as well as in regards to the annual capital delivery programme, to ensure operationalefficiency. Respond effectively to changing demands, adjusting priorities as needed. |
|  | vii | Work to support project teams as appropriate. These teams may consist of other Council staff outside of Highways. |
|  | viii | Maintain a network of contacts, drawing on support and advice from others to resolve problems |
|  | ix | Communicate and liaise with service users and/or external contacts, representing the team/service as required |
|  | x | Respond to concerns from members of the public by meeting, discussion or letter by liaising with individual scheme PM’s |
|  | xi | Develop links and liaise with other sections/departments within the Council to progress the development of projects and programmes of work, and to ensure schemes achieve service wide objectives.  |
|  | xii | Develop links and liaise, as appropriate, with key stakeholders, internal and external. Contribute to and promote good practice to help establish and maintain the Council as a flagship authority. |
|  | xii | Work within existing procurement processes at all times |
|  | xiii | Manage various Highways email inboxes as required |
| **3.** | SUPERVISION / MANAGEMENT OF PEOPLENo. reporting –**Direct:** None **Indirect:** numerous * The post holder will not have project supervisory responsibilities
* Indirect: The post holder will need to liaise with PM’s, Communications Team, web services, customer services, Street Works and external stakeholder groups
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| **4.** | **CREATIVITY & INNOVATION*** This role is responsible for encouraging a culture of ‘outcome based solutions’ particularly focussed around the customer. In terms of planned works this would mean zero avoidable complaints.
* The post holder is expected to have a ‘Continuous Improvement’ approach to all aspects of their role
* All of this will necessitate creative thinking to update current working methods and being empowered to challenge and develop new efficient, innovative systems of delivery.
* Work within existing guidelines, but the post requires an innovative approach in solving sequencing and programme clashes and problems
* This has to be applied in the context of a wide-ranging knowledge of Council and Government procedures and policies, and technical codes of practice and regulations.
* Recommend improvements and support implementation to systems, processes and procedures, ensuring best practice is shared across the team
* Many capital projects are one-offs with no clear precedents on which to base solutions, and require original thought and application of specialist knowledge to enable demonstrable success
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| **5** | CONTACTS & RELATIONSHIPSBuilding and maintaining successful relationships is a critical aspect of the success of this role. As such the postholder should expect to be in regular contact with the following:* Highways Managers and their respective teams
* Asset owners and other Clients
* CYC Communications Team
* CYC Web Services
* CYC Customer Service Team
* CYC Elected members
* Parish Councillors
* CYC Street Works team
* Members of the public
* Various Stakeholder Groups

This regular contact would be typically verbal, face to face or via telecommunications. However, the post holder should also be comfortable with written communications, email and similar.Contacts are normally based around the normal routines, involving information on non-contentious subjects, but can include dealing with contentious issues. The postholder is expected to:* Establish and maintain good internal and external relationships with other Sections/Departments, elected Members, special interest groups and the general public.
* Attend meetings and engage with and make presentations to clients, elected Members, the public and other external organisations if necessary.
* The postholder will represent the council to be the main contact point for the Sections/Departments
* Deal professionally and sympathetically with complaints and enquiries, ensuring that the best possible relationships are maintained despite difficult, complex and sometimes controversial matters being involved.
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| **6** | **DECISIONS – discretion & consequences*** Be able to work on own initiative and to provide leadership to guide and support project delivery teams
* Make decisions around specific project and programme improvements in regards to excellent customer outcomes without compromising the works to be delivered on time, within budgets.
* Champion the customer and community in regards to all Highways activities
* Identify the issues to be addressed as part of the project and programme management processes and to make recommendations to the Transport Board for a decision through the Head of Highways Asset Management
* Filtering unavoidable customer contacts from avoidable to seek patterns to then decide on and instigate process improvements

Approve items of expenditure up to a limit of £2,000 |
| **7** | **RESOURCES – financial & equipment**(Not budget, and not including desktop equipment)Description ValuePPE For site visits / audits £100 Approx.Lap Top and Mobile Phone £2,000 Approx.  |
| **8** | **WORK ENVIRONMENT** **Work demands*** Plan and prioritise own workload which is subject to interruption and change on a daily basis for unplanned or emergency situations
* Some tasks may be undertaken out of hours, such as community / public facing meetings

**Work demands*** High workload pressures coming from the need to support the team to deliver a substantial number of schemes within very tight deadlines.
* Delivery of planned work can be disrupted by requirements to deal with enquiries from the public or elected Members.
* Respond to enquiries from Members and the public within specified deadlines.
* The ability to work with multi-disciplinary teams, while dealing with tight deadlines and budget pressures necessary to succeed in a commercially orientated environment.
* At times deal with challenging (disgruntled and abusive) customers.

**Physical demands:** * Normal office physical demands with significant keyboard activity.
* Site visits to inspect and monitor progress

**Work conditions:** * Mainly office based, but requires frequent visits to sites when they are operational and to be established
* Site work, when required, will involve activities such as photographing the built environment, meetings and direct customer liaison where necessary. This work is not weather dependent and could be undertaken in adverse conditions.

**Work context:*** The work of the broader team is carried out very much in the public eye due to the process of scheme consultation and democratic approval processes.
* Therefore, outputs for the teams are constantly under scrutiny from the general public, elected Members, special interest groups and the media. This presents great pressure to avoid mistakes being made.
* This role has a significant part to play in raising the bar in terms of how Highways interact with the community, thereby reducing avoidable complaints and ultimately become a more efficient and effective team.
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| **9** | **KNOWLEDGE & SKILLS** The post holder will also have:* Demonstrable experience in working in a customer facing role
* Experience of working in an infrastructure or utility works delivery environment would be advantageous, but not essential
* A clear commitment to the development and delivery of customer centred outcomes.
* English Language qualifications, GCSE minimum
* Excellent and demonstrable organisational skills
* The ability to identify customer and community issues and risks that may have severe consequences for the delivery of the individual schemes and programmes.
* The ability to be proactive and positive in maintaining a flow of information.
* Excellent written and oral communication skills with the ability to listen empathetically and manage customer expectations
* Ability to prioritise and manage a demanding workload.
* Experience in dealing with complex customer enquiries and responding to complaints would be advantageous
* The ability to work within a multi-disciplinary team environment.
* Experience in computer applications such as Microsoft Outlook, Word, Access, and Excel.
* A methodical approach to information gathering, recording and reporting.
* Customer focused and confident in dealing with and building a rapport with a wide selection of customers, both internal and external and striving for Customer Service Excellence
* A positive, self-motivated person, tenacious person with a can-do attitude and a desire to learn and continuously improve
* Can work both independently and team working
* Ability to learn quickly and hit the ground running in a busy environment

*Ability to converse and provide advice and guidance to members of the public, in spoken English, to Common European Framework of Reference for Languages (CEFR) - level C1 - Effective operational proficiency or advanced - Can express him/herself fluently and spontaneously, almost effortlessly. Only a conceptually difficult subject can hinder a natural, smooth flow of language.* |
| **10** | Position of Job in Organisation Structure |  |
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