



## Job profile

### Service and job specific context statement

<b>Directorate:</b>	Business and Environmental Services
<b>Service:</b>	Highways and Transportation
<b>Post title:</b>	Development Management Officer
<b>Grade:</b>	I
<b>Responsible to:</b>	Development Management Team Leader
<b>Staff managed:</b>	None
<b>Date of issue:</b>	
<b>Job family:</b>	<b>P&amp;T - Professional &amp; Technical</b>

### Job context

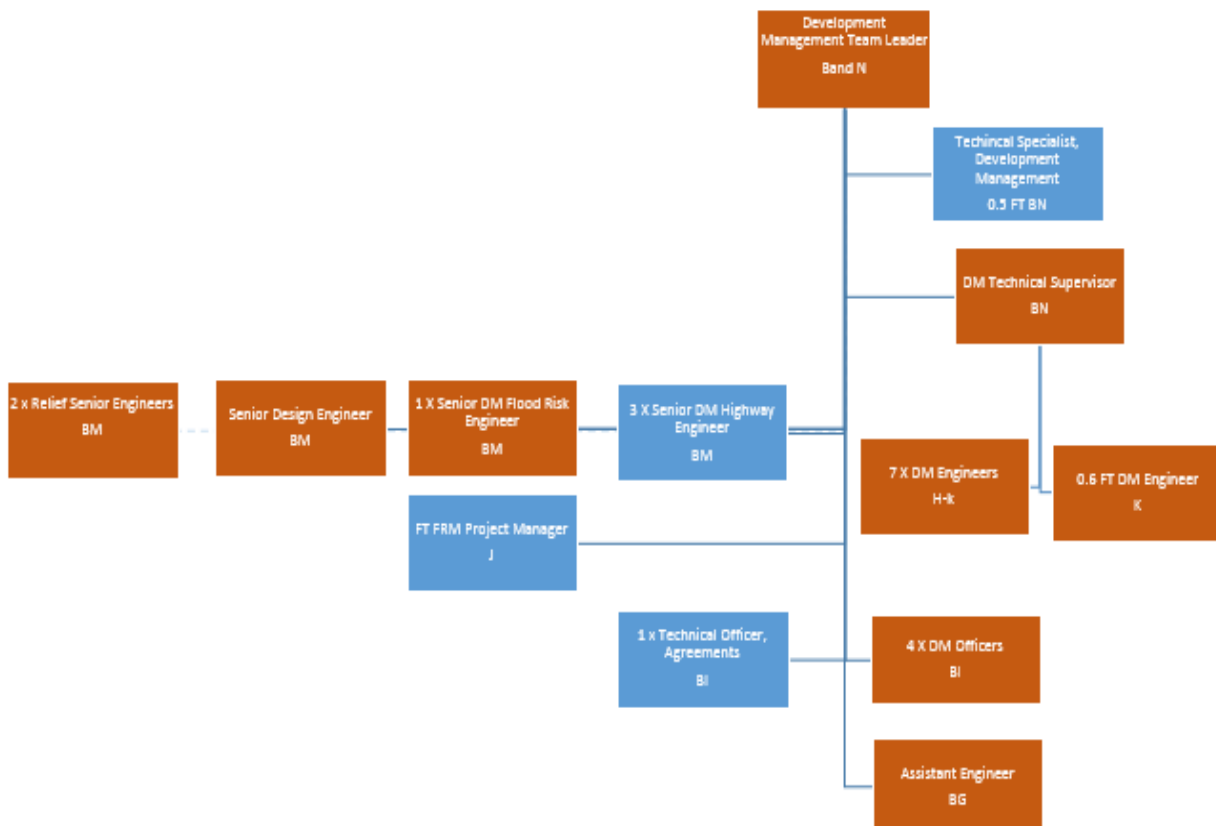
The role of the Development Management Officer is the direct front line contact for the delivery of the highways service and therefore for many development contractors the most noticeable and significant member of the team which requires excellent communication negotiation and customer care skills. Main duties include supervision of maintenance and improvement works including development control and customer liaison. The role involves a significant proportion of work carried out remotely from the office using the highways vehicle as a mobile workstation. Winter maintenance inspection and supervision also forms an essential part of this post and this will involve out-of-hours working on a rota basis.

Highways Officers will be expected to use appropriate PPE at all times as required by the activity being undertaken, appropriate training will be provided where necessary.



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### Structure



### Job Description

#### Job purpose

The core focus of this job is to assist the Transport and Development Team Leader by ensuring developer funded road works in existing and prospective highways are constructed in accordance with the County Councils' requirements to assist developers through the process of delivering developer funded works.

#### Operational management

- Inspection of developer funded road-works including assistance with their delivery, site measurement and the maintenance of site records;
- Inspection and approval of sites for operations carried out under licence from the Highway Authority;
- Inspection of developer funded road works in the existing highway under Section 278 of the Highways Act and inspection of new roads funded by developers.
- Main point of contact for the developer and its team post planning permission, to ensure the agreed scheme is delivered to the appropriate standard and in a timely manner;



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	<ul style="list-style-type: none"> <li>• Reaching agreement with developers and engineers over the process and stages of delivery of agreed plans</li> <li>• Monitoring progress on developers' road construction schemes and construction of adoptable estate roads, including the maintenance of appropriate records;</li> <li>• Contribute to the monitoring and updating of the specification for housing and industrial estate roads and private street works;</li> <li>• Issuing instructions to Contractors and developers;</li> <li>• Negotiate changes in direction from plans in accordance with the site conditions and constraints as part of supervision of site work</li> <li>• Dealing directly with developers and the public on any matters relating to the highway or the construction of adoptable estate roads, including specifying site specific appropriate materials and agreeing method of working</li> <li>• Agree and supervise safe methods of working for work undertaken on the highway</li> <li>• Carrying out winter maintenance activities which will include out of hours work on a rota basis.</li> <li>• Instructing developer to undertake minor repairs within areas of the highway within their temporary control</li> <li>• Assist with applications for vehicular crossings;</li> <li>• Contribute to the production of development control contracts;</li> <li>• Contribute to the monitoring and updating of protocols and policies relating to developer funded road works.</li> <li>• To carry out and review risk assessments for highway works and highway related activities.</li> <li>• To be first point of contact and first responder to reports of property flooding and undertake initial investigation with support from Engineers</li> <li>• Undertake on site supervision relating to the delivery of private surface water drainage system components and the overall construction of surface water drainage systems.</li> <li>• To consider drainage exceedance planning in the eventual highway layout as a part of post planning procedure.</li> </ul>
<b>Communications</b>	<ul style="list-style-type: none"> <li>• Dealing directly with members of the public, parish councils and other organisations on highway matters;</li> <li>• Liaising with individuals or other organisations carrying out works within the highway or relating to adoptable streets;</li> <li>• Advising developers, their contractors and other team members on necessary standards and skills for constructing developer funded works.</li> <li>• Responding to customer service requests efficiently and effectively within established response times.</li> </ul>
<b>Partnership / corporate working</b>	<ul style="list-style-type: none"> <li>• Working with contractors and consultants to ensure the successful delivery of highway works.</li> <li>• Liaison with Parish Councils and District Councils on local highways related matters.</li> </ul>
<b>Resource management</b>	<ul style="list-style-type: none"> <li>• Monitoring the performance of the County Councils highway maintenance contractor.</li> </ul>
<b>Systems and information</b>	<ul style="list-style-type: none"> <li>• Maintaining records for performance assessments;</li> <li>• Effective and efficient use of the Highway Management Information System and customer service systems.</li> </ul>



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Person Specification	
Essential upon appointment	Desirable on appointment
<p><b>Knowledge</b></p> <ul style="list-style-type: none"> <li>In-depth knowledge of highway construction/maintenance techniques and specifications</li> <li>Knowledge of highway safety and relevant codes of practice</li> </ul>	
<p><b>Experience</b></p> <ul style="list-style-type: none"> <li>Significant technical background with Highway Construction/Maintenance and Civil Engineering Experience to enable post holder to instruct developers and their agents on appropriate construction and methods of working</li> <li>Demonstrable experience of contract supervision and site measurement.</li> <li>Experience of working in a customer services environment</li> </ul>	
<p><b>Occupational Skills</b></p> <ul style="list-style-type: none"> <li>The ability to analyse information from a range of sources probing for further information or a greater understanding when necessary.</li> <li>Use a range of techniques to successfully persuade influence and/ or negotiate with others in a range of situations.</li> <li>Be able to communicate effectively in writing using existing formats and styles and be able to complete accurate written records.</li> <li>The ability to conduct formal risk assessments within your area of responsibility.</li> <li>Basic to intermediate ICT skills in packages such as Word and Outlook.</li> <li>Able to prevent and/ or manage challenging behaviour. Take constructive action to prevent triggers occurring and minimise identified behaviour. Communicate in a positive manner which is likely to promote calm and reassurance.</li> <li>Ability to analyse, organise and present numerical data.</li> <li>Ability to prioritise workloads, ensuring timescales are met and that appropriate updates are delivered to customer services and colleagues in a timely manner.</li> <li>Ability to interpret drawings and specifications;</li> <li>Good general education showing experience of literacy and numeracy skills</li> </ul>	
<p><b>Professional Qualifications/Training/Registrations required by law, and/or essential for the performance of the role</b></p>	<ul style="list-style-type: none"> <li>R.A.S.W.A Supervisor's Certificate</li> <li>ONC in Civil Engineering or a City &amp; Guilds qualification in a craft subject or an Approved Apprenticeship;</li> <li>C.S.C.S Gold Card;</li> </ul>
<p><b>Other Requirements</b></p> <ul style="list-style-type: none"> <li>Current Driving Licence</li> </ul>	
<p><b>Behaviours</b></p>	<p><a href="#">Link</a></p>



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NB – Assessment criteria for recruitment will be notified separately.

Optional - Statement for recruitment purposes: You should use this information to make the best of your application by identifying some specific pieces of work you may have undertaken in any of these areas. You will be tested in some or all of the skill specific areas over the course of the selection process.