Senior Highways Inspector

JE Code: JE2561



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| **Values – We are dedicated, respectful, collaborative, we are Milton Keynes City Council** |
| **Service:** | Highways Maintenance |
| **Reports To:** | Highways Service Manager |
| **Job Family:** | Professional and Technical |
| **Grade:** | G |
| **Political Restricted:** | N |
| **Date:** | October 2023 |

**Key Deliverables**

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| **1.** | To manage and supervise the highway inspectors, ensuing the service is compliant and remains high performing at all times.  |
| **2.** | To undertake and manage all safety inspections, insurance inspections and crossover functions to meet the Councils Network Management duties effectively and efficiently. Maintain highways and red ways within the Clients network to ensure they are safe and that any necessary risk assessments have been carried out.  |
| **3.** | Ensure that inspections and other operations are carried out in accordance with the code of Practice and statutory duties, ensure effective liaison with other colleagues, services and appropriate outside agencies to facilitate efficient working.  |
| **4.** | Ensure the cost effective and efficient co-ordination of required works identified through inspections including making effective use of internal resources.  |
| **5.** | Ensuring that the needs of customers and users of the public highway network are met and to understand and establish the needs of the public when feedback is given. |
| **6.** | Undertake inspections in line with Key Performance Indicators. |
| **7.** | Ensure that any vehicle crossovers are dealt with in line with the service KPIs, including supervising any vehicle crossovers to ensure that they are completed correctly.  |
| **8.** | To manage any red or green claims, providing reports and costing for the resolution or reparation of these claims. |
| **9.** | To represent the council when necessary, assisting and dealing with all claims, legal challenges and disputes against the council that can have an impact financially and in terms of service delivery.  |
| **10.** | At all times adhere to policies procedures regarding Health and Safety and where applicable to ensure all team members do like wise. |
| **11.** | Undertake duties in all weathers enduring extremes of heat and cold, dust and traffic pollution, high noise levels, occasional exposure to verbal abuse and aggression and working in dangerous conditions on and adjacent to busy roads. |

*Within reason these key deliverables may evolve to meet service need and it is expected that you will be flexible and adaptable in your delivery to meet both service and council wide needs*

**Essential Requirements (key skills & qualifications)**

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| **1.** | Qualified to degree or HNC/HND in Civil Engineering or a related discipline or relevant demonstrable experience or City and Guilds 6033 Highways Inspections NRSWA and Lantra T7 qualifications. |
| **2.** | The role requires developing key relationships with decision makers in MKCC departments, involving communication both verbal and written through regular co-ordination meetings. |
| **3.** | Computer skills to include a good knowledge of Word and Excel, ability to use computer software packages and produce drawings, experience in using Asset Management Systems, data management, monitoring and running reports. |
| **4.** | Significant practical experience of the supervision and management of highways contractors during construction works and all aspects of contract management of projects and programmes. |
| **5.** | Effective communication, consultation and engagement with clients, general public, elected members, their representatives and team members and the ability to prepare and present clear, informed reports to a wide range of audiences. Managing of stakeholder expectations in line with deliverables and proven negotiation skills in dealing with stakeholders, contractors and external partners to achieve a positive outcome. Advising on and resolution of technical, financial and contractual problems in highway infrastructure schemes. |
| **6.** | A driving licence is essential. |
| **7.** | Ability to work in all environments, adjacent to watercourses, live carriageways and restricted spaces. Working outside normal hours, overnight or at weekends as necessary to support the authorities delivery of highway and non-highway related schemes and responses to major events/incidents. |



Job Family

Professional/Technical

Grade G

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| **Colleagues expectations*** Be professional at all times
* Work together for the good of the team, council and local people
* Promote a supportive culture
* Challenge assumptions
* Take ownership
* Be willing to change and do things differently
* Always work in a safe manner
 | **Managers expectations*** Be a role model by displaying positive behaviours at all times
* Make well-considered decisions
* Support, coach and communicate with my team
* Be accountable for my team’s performance
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Professional/Technical job holders rely upon their deep knowledge of the specialism or discipline in which they work to carry out vital tasks and provide authoritative advice to others. Often developing within recognised career paths, their evolving expertise sees them bear increasing responsibility for managing Council assets, the development of policies and procedures and the strategic direction of the functions they support.

This element of the profile, taken from the job family descriptor for this grade, provides a general understanding of the level of work and demands required.

**Role characteristics**

At this level roles require an in depth, theoretical understanding of their particular discipline to solve complex problems, offer evidence based, provide authoritative advice to colleagues / service users and manage teams and/or other resource assets.

**The knowledge and skills required**

The broad knowledge requirement needed to deal with the technical and business challenges of roles is usually underpinned by an appreciation of the theoretical basis of the particular discipline, such that job holders can fall back on the first principles of their specialism to make decisions and offer advice.

This level of knowledge is often indicated by the need for a degree level education in the relevant field, but for some roles this is substituted by a significant level of on-the-job training and focussed experience such that the level of expertise confers a similar level of authority.

Roles will have demands for manual dexterity in relation to typing and similar functions, other jobs will use a range of equipment requiring precision in their use and handling.

**Thinking, planning and communication**

The situations and problems dealt with at this level will be increasingly complex, involving several information streams where analytical and judgemental skills will be needed to interpret information correctly and determine optimum solutions.

Job holders will have plenty of day to day issues to contend with, they will also need to plan some months ahead to achieve medium-term objectives in such areas as project support or service development.

At this level, the information exchanged with internal and external colleagues, and members of the public will call for developed communication skills on the part of the job holders. Matters will be technically complicated, requiring careful explanation, or sensitive, requiring significant listening skills to interpret information and provide appropriate advice.

**Decision making and innovation**

Job holders will have the autonomy to adapt specific approaches to better meet medium term objectives. They will be bound by the recognised procedural framework of their specialism as it is managed by the Council but will decide when and precisely how duties are to be carried out. They will also deal with problems (often escalated to this level) for which there are no set-down routes to a solution other than broad service practice guidelines.

**Areas of responsibility**

With a diverse range of jobs being represented at this level, the precise blend of responsibilities for which the job holder is accountable will depend upon the service in which they operate.

External facing roles will focus on the needs of people whether external service users or partners and will be responsible for high impact decision making and the implementation of appropriate programmes on behalf of individuals or groups of people or enforcement of regulations which have direct and significant consequences upon those served. Such roles are likely to have only modest levels of responsibility for finance, information assets, equipment and/or premises.

Internal roles are likely to have this pattern reversed, with weightier responsibility for significant financial and non-financial assets, but less for the assessment of needs of individuals and groups.

Jobs will have supervisory responsibility for the work of others and will be accountable for the quality and timeliness of outputs, whether related to the work of internal teams or temporary external contractors, volunteers or others.

**Impacts and demands**

Tasks and duties will be generally carried out in a sedentary position but there will always be a requirement for standing and walking from time to time, and the occasional need to lift or carry items.

The problem solving and decision-making elements of these jobs mean that job holders require lengthy periods of enhanced mental attention to attend to duties, while also dealing with deadlines, interruptions and conflicting demands.

Duties of jobs at this level will not require job holders to develop and maintain working relationships with people who, through their circumstances or behaviour, place particular emotional demands on the job holder.

Many Professional / Technical job holders find themselves exposed to some disagreeable, unpleasant or hazardous working conditions. Particularly when the needs of their specialism require them to work on external sites exposed to the weather, in or around refuse and waste plant, close to particularly noisy machinery and in similar environments.

Other jobs, such as enforcement roles, may also see job holders exposed to verbal abuse and threatening environments. In all cases, job holders will minimise risk and conform to health and safety regulations to mitigate any negative effects of such exposure.