# EAST SUSSEX COUNTY COUNCIL JOB DESCRIPTION

# Job Title: Senior Technician - Construction

# Department: Communities, Economy and Transport

# Grade: [Single Status](https://new.eastsussex.gov.uk/jobs/benefits/east-sussex-single-status) 9 or 10

# Responsible to: Assistant Manager Implementation, Transport Development Planning -Communities, Economy and Transport

# Purpose of the Role:

The role of Senior Construction Technicians supports the Transport Development Planning Team (TDP) in the delivery of an integrated transport development planning service, within the Planning Service of the Communities, Economy and Transport department of ESCC.

The main purpose of the role is to ensure highway works are carried out on the highway by developers or new estate roads are constructed in compliance with the relevant specification and in accordance with the terms or the related Section 38 or Section 278 agreement.

The role also includes the approval and licensing of minor highway works under Section 171, Highways Act.

The team works in a fast paced and reactive environment to ensure sites are inspected in a consistent timely manner and any issues identified on site are resolved as quickly as possible while keeping disruption to the highway to a minimum.

# Key tasks:

1. Responsible for managing own work, including complex matters where there are competing and demanding deadlines. Provide advice on policy, legal and/or regulatory issues and produce records of actions taken and record outcome and decisions.
2. Responsible for supporting customers and/or other members of the team with more complex enquiries, appeal procedures and escalations.
3. Develop and maintain knowledge of relevant legislation and professional area and provide advice on guidance, including interpretation of local policy.
4. Provide professional advice and information in relation to the service area to internal and/or external customers including the production of written advice for the intranet, internet or external publications as required.
5. Deputise for the line manager as required, including attendance at external meetings.
6. Responsible for responding to complaints from customers, following local procedures for handling complaints
7. Support the development of local policies, procedures, systems, training and guidance in response to changes in legislation and best practice.
8. Review the service provision and make recommendations for improvement to local systems, take a lead on implementing changes.
9. Plan and organise programmes of work including allocation of work to other members of the team, having regard to the effective use of resources and safe working practices.
10. Provide management data and reports to the Managers and to the Senior Management Team.

**Progression to SS10 dependent on any one of the following additional duties being required of the role:**

1. Independently manage projects and hold accountability for delivery of the project objectives. This will include ensuring project documentation is produced and maintained and progress is reported to the project sponsor and project board, engagement with stakeholders, responsibility for decision making and obtaining approvals through relevant governance processes.
2. Be a local subject matter expert in a specific technical area. Responsible for holding a more complex workload in a specialist area, providing support and guidance on this specialist area to other members of the team and updating local policies as required.
3. Responsible for managing small to medium contracts or monitoring large contracts which includes, ensuring contracts represent value for money, setting and monitoring KPIs, resolving contract issues and escalating compliance issues to contract sponsor as appropriate.

Recognising that ESCC is a large organisation with a number of over-arching priorities extending to all areas of our work, you should be aware of these Council priorities and proactively seek appropriate opportunities in your work/service area to contribute, in consultation with your line manager; in particular, but not limited to:

* Net zero emissions targets – reduce your work’s environmental impact.
* Equality, Diversity and Inclusion – contributing to an inclusive and supportive working environment.
* Making the best of our resources - ensuring awareness of the impact of what you do to maximise the use of public monies

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# PERSON SPECIFICATION

# Essential key skills, abilities, knowledge, experience, values and behaviours

1. Experience in a related discipline such as Planning, Transport Planning, Civil Engineering, Geography or Geographic Information Systems
2. Ability to plan and organise a varied workload for self and others, working to varying deadlines.
3. Able to use own initiative to solve problems, improve processes, and welcome change.
4. Ability to work collaboratively as a member of a team and be able to develop professional relationships across teams and services to achieve shared aims.
5. Ability to communicate effectively with a range of people in a clear, concise and accurate manner, changing messages and/or style to suit different audiences.
6. Public facing roles only: Ability to converse at ease with the public and provide advice in accurate spoken English.
7. Interpersonal skills and emotional intelligence
8. Coaching and mentoring skills
9. Ability to solve complex problems and develop solutions.
10. Significant customer service experience
11. Developed ICT skills, including ability to accurately input and check data.
12. Ability to use technology as part of the role including Microsoft 365 (including Outlook, Excel, Word)
13. Ability to analyse, interpret and clearly present data, some of which may be complex, in line with Data Protection regulations.
14. Ability to provide effective customer service which will include providing clear and succinct advice, responding appropriately to customers’ needs.
15. Ability to remain calm under pressure, including the confidence to take control of a difficult situation.
16. Ability to lead and motivate staff.
17. Awareness of and commitment to equality, diversity and inclusion.
18. Ability to deal with sensitive information and maintain confidentiality.
19. Knowledge of the Data Protection regulations including an understanding of data storage and retention schedules, and a commitment to maintain confidentiality.
20. A commitment to professional and personal development.

**Single Status 10 only;**

1. Project management principle and processes including governance processes.

**Document version control:**

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Health & Safety Functions

This section is to make you aware of any health & safety related functions you may be expected to either perform or to which may be exposed in relation to the post you are applying for. This information will help you if successful in your application identify any health-related condition which may impact on your ability to perform the job role, enabling us to support you in your employment by way of reasonable adjustments or workplace support.

| **Function** | **Applicable to role**  |
| --- | --- |
| Using display screen equipment  | Yes |
| Working with children/vulnerable adults | No |
| Moving & handling operations | No |
| Occupational Driving | Yes |
| Lone Working | Yes |
| Working at height | No |
| Shift / night work | Yes |
| Working with hazardous substances | No |
| Using power tools | No |
| Exposure to noise and /or vibration | Yes |
| Food handling | No |
| Exposure to blood /body fluids | No |