

A Day in the Life.....

Business Support Officer (Highways Customer Service)

We are a small but busy team that deal with requests and issues relating to the public highways which include potholes, street lighting, winter maintenance, drainage, trees, and traffic issues to name a few.

Every day is different, and we can deal with emergency call outs, phone calls, email requests and online forms. We record each contact on our ROSS2 system and make sure it goes to the correct team. We investigate chase ups and feedback to Services via Smile.

We work closely with Kirklees Direct, giving advice to operatives and supervisors. If there is an incident on any of the motorways within Kirklees we will forward the information to Senior Officers, social media and start the emergency procedure for diversions if needed. Occasionally we receive complaints about the Highway network, and we make sure these are logged correctly and passed on for investigation. We will also respond to the complainant, keeping them informed at each stage.

We handle requests for gritting roads and filling grit bins whilst keeping Councillors and other services up to date on the state of the road network and we are the first point of contact for incidents of flooding.

We use Mayrise to log streetlighting and highways maintenance, checking locations and passing works to the Engineers. We also use Kompass to identify ownership and check locations.

Providing a positive customer experience is at the heart of this role. Information may be coming in from many sources and you will need to prioritise tasks, log them, and pass them to the right team as quickly as possible. It is also important to keep track of tasks and update customers wherever possible.