

KIRKLEES COUNCIL
DIRECTORATE OF PLACE
JOB DESCRIPTION

SERVICE:	Streetscene and Housing	JOB FAMILY:	Highways Operational
JOB TITLE:	Senior Highways Operative	LOCATION:	Kirklees
JOB GRADE:	Grade 7 - 9	POL REST:	No

ABOUT THE POST

The Highways & Operations Service is part of Kirklees Council's Place Directorate. The Service supports the council in delivering its vision and ambition for Kirklees residents by working on issues that make a difference to their lives. The post of Senior Highways Operative is part of the Operational Job Family responsible for providing effective construction and maintenance services that are high quality, value for money and have a positive impact on the lives of our customers.

In this role, you will be required to carry out a range of skilled and technical tasks that support the development, maintenance and safety of the highway network and contribute to the development of the Service. Areas of work will include weed control; drainage; reactive works e.g. potholes, carriageway repairs; paving; tarmacing; safety schemes; electrical work; signing; road marking; street lighting; joinery and winter maintenance. The role of Senior Highways Operative is physically demanding and involves bending, lifting, carrying and walking on a regular basis, and working outside in all types of weather and conditions.

You will assist in the programming of work making sure that you have appropriate resources including labour, materials, tools, equipment, plant and vehicles required by you and your team. You will make sure that these resources are accurately calculated, organised and ordered in advance to ensure that work progresses efficiently, and that they are used, operated, maintained, stored and secured appropriately. You will be required to set out works, maintain accurate records of work carried out which will include doing measures and calculations, and to report any problems or queries which may affect the efficient and timely completion of your work to your supervisor so that solutions can be developed. In addition to this, you will contribute to the development, implementation and review of working practices and procedures. You will have overall responsibility for the Health and Safety of yourself, your team(s) and others around you at all times, and for making sure that work carried out achieves the specifications of the customer and is of a high quality standard. You will be required to interpret, understand and follow maps, drawings, technical specifications, and other documentation or information, communicate their content to your team(s) and document any changes made as required.

An important part of your role will involve the supervision of Highways Operative(s). You will plan workloads, set objectives and targets and ensure effective decision-making. You will coach, and develop the potential of your team(s) promoting a good working environment in which their contribution to achieve Service objectives is appreciated and valued. You will be responsible for making sure that work is carried out to comply with relevant policy, procedure and legislation. Your success will be measured against your effectiveness, and that of the team(s) that you supervise to deliver timely, high quality, cost effective provision that meets Service and corporate priorities. Your role will involve training and demonstrating tasks to staff that you don't directly supervise and those that you do.

As Senior Highways Operative, you will make sure that enquiries and requests are dealt with in a professional and responsive manner. To carry out your duties effectively, you will need to be proactive in your approach and you will be required to liaise with staff across the Service at different levels, other council services, councillors and externally, for example with members of the public and other organisations, providing a courteous, helpful, confidential and responsive service. You will also be required to participate in meetings.

MISCELLANEOUS

You will carry out your duties with due regard to current and future Council policies, procedures and relevant legislation. These will be drawn to your attention in your appointment letter, your statement of particulars, induction, ongoing performance development and through Council communications.

As part of your wider duties and responsibilities you are required to promote and actively support the Council's responsibilities towards safeguarding. Safeguarding is about keeping people safe and protecting them from harm, neglect, abuse and injury. It is about creating safe places, being vigilant and doing something about any concerns you might have. Safeguarding relates to everyone who may be vulnerable, not just the very old and the very young.

Please refer to the Employment page, working for the Council on the Kirklees website under the following link: https://www.kirklees.gov.uk/employment/employment_home.asp

KEY RESULT AREAS/OUTCOMES

- Highway assets will be maintained and improved for the benefit of all highway users
- The safe movement of highway users, including pedestrians with minimal disruption whilst using the roads and footways across Kirklees
- Contribute to, and deliver within budget, an efficient and responsive service to meet the needs of the Service and political priorities.
- Work with internal and external partners including businesses, communities, the voluntary sector, councillors, other council services and our own staff.
- Assist in developing, sustaining and promoting a positive internal and external image of the Service when dealing with customers and partners.
- Support the management and development of the Service to help it deliver its own and corporate priorities.
- Contribute to the improvement of services provided through review of working practices and processes and effective work/scheme management.

RESPONSIBLE TO: Principal Engineer

RESPONSIBLE FOR: Highways Operative(s)

Training and supervising trainees and new or temporary members of staff as required

COMPETENCIES

In order to be shortlisted for this post, you will need to demonstrate using examples in your application that you have the experience and competencies listed below. Competence may be demonstrated through knowledge, experience, skills, abilities, education, training, work and other activities. In your response you should describe the activity you have chosen to demonstrate your competency, describe what happened and what the outcome was.

Information provided in your application **should not exceed 200 words** for each competency.

You should show how you meet each competency area description only, not each individual indicator.

If you are successful in reaching the interview/selection stage, you may be required to undertake practical tests to assess general/technical/core competencies.

We recognise and welcome our responsibility to remove any barriers in our Recruitment and Selection process for disabled people. We have tried to do this, but if you have a disability and identify any barriers in the job description please tell us of these in your application. We are committed to making reasonable adjustments to the job wherever possible and it would help us to know your needs in order to do this.

Grade 7 – Entry Level for Senior Highways Operative Career Grade

Job Specific Competency

Knowledge and Skills	
Description: Experience, qualification or training that supports and develops practical and procedural knowledge in a technical or specialist area.	
Indicators	Where identified
a) Demonstrate skills and experience in the identification of resources: Can provide examples of when they have led in the identification and organisation of all resources required for work. (e.g. Plant, Labour & Materials).	Application Form & Selection Process
b) Operate a range of tools, equipment, machinery and vehicles: Provides on-the-job examples of the operation and use of tools, equipment, machinery and vehicles, and how they have been used to assist them in undertaking their duties e.g. to deadlines and agreed quality standard.	
c) Demonstrate experience in undertaking work. Ensure compliance in the detection of underground services, including the use of appropriate equipment and safe digging procedures. Prioritise, co-ordinate and deliver agreed schemes/workloads. Prioritise and co-ordinate the erecting, maintaining and dismantling various types of highways street furniture, equipment and signs. Set out works from construction drawings or other information.	
d) Carry out measures, calculations and estimates: Provide a number of examples of doing detailed measures, calculations and estimates e.g. volumes, tonnages, conversions	
e) Carry out (as a vehicle driver) daily vehicle checks in accordance with relevant policy, procedure and legislation: Provides an example of checks carried out for specialised vehicles or LGV vehicles and how this has been done in accordance with relevant policy, procedures and legislation.	
f) Interpret and understand documentation: Interpret, understand and comply with the documentation required for work and be able to put it into practice CDM , Health and Safety	
g) Undertake emergency callouts.	
h) Qualifications: NVQ Level 3 G39/authorisation LGV G6159 assessment NRASWA Formal off the job training or the ability to demonstrate through previous relevant experience.	
i) Must undertake standard medical screening plus any other medical screening as decided by the occupational health physician, appropriate to occupational risk.	

Core Competencies

Achieving Results	
Description: Ensure that they and their team / organisational area deliver to the required standards and contribute towards setting the required standards	
Indicators	Where identified
a) Performs in a consistent and effective way reflecting on own/team performance	Application Form & Selection Process
b) Learns from and corrects mistakes where necessary	
c) Meets required individual, team and service objectives	

Communication	
Description: Communicates with people on a range of matters	
Indicators	Where identified
a) Is approachable, open and constructively manages barriers to effective communication.	Application Form & Selection Process
b) Presents a positive image of themselves and improves communication through the use of communication skills.	
c) Keeps accurate and complete records consistent with legislation policies and procedures.	

Continuous Improvement & Change	
Description: Is receptive to and makes changes in own and team/organisational practices, offers suggestions for and assists in implementing improvement to services	
Indicators	Where identified
a) Adapts own and team/organisational ways of working as appropriate.	Application Form & Selection Process
b) Is positive about change and encourages others to adapt to and implement change	
c) Actively seeks others suggestions, and puts forward own constructive ideas on improving services for customers	
d) Considers and translates suggestions into practical ways of improving services	

Customer Focus	
Description: Ensures that they and their team provide effective service to customers	
Indicators	Where identified
a) Encourages the collection of customer feedback and uses feedback to monitor own and team performance	Application Form & Selection Process
b) Ensures that the service is delivered in a friendly, professional and responsive manner	
c) Ensures that the team deals with customer complaints and compliments effectively	

Leadership	
Description: Demonstrates a positive approach leading and supporting the team	
Indicators	Where identified
a) Understands how their role and team's role links to wider service and council objectives	Application Form & Selection Process
b) Motivates others to gain their commitment	

Personal Development & Effectiveness	
Description: Understands own role requirements and those of the team or organisational area and own personal development	
Indicators	Where identified
a) Understands their own and team or organisational area requirements and their contribution to them	Application Form & Selection Process
b) Contributes to their own personal development.	

Team Working & Partnerships	
Description: Encourages and helps develop teams to achieve objectives	
Indicators	Where identified
a) Treats people with respect and fairness, encouraging others to do the same.	Application Form & Selection Process
b) Leads, contributes and participates in team planning and encourages others to do so.	
c) Builds relationships within the team and with colleagues and partners	
d) Provides regular feedback to the team both positive and negative.	
e) Identifies and with support resolves team problems and issues in a timely manner.	

General Job Competencies

Asset/Facilities/Environmental Management	
Description: Monitors and maintains assets, facilities and environments	
Indicators	Where identified
a) Provide advice and guidance on the operation of established internal policies and procedures.	Application Form & Selection Process
b) Provide advice and guidance on the maintenance of land and highway assets.	
c) Provide guidance on the interpretation of policies and procedures to meet specific circumstances or problems. E.g. improvement and maintenance of land, and other construction works etc.	

Environmental Demands	
Description: Undertakes tasks with high exposure to disagreeable, unpleasant or hazardous environmental demands.	
Indicators	Where identified
a) Carries out duties which involve high exposure to very disagreeable working conditions.	Application Form & Selection Process
b) Carries out duties which involve serious verbal abuse or aggressive behaviour.	

Information Technology	
Description: Regularly uses e-mail, intranet and software.	
Indicators	Where identified
a) Uses computer systems required by the role.	Application Form & Selection Process
b) Builds understanding and confidence in the use of council IT through self development.	
c) Shares knowledge to assist other in the use of council IT systems.	

Managing People	
Description: Co-ordinate and delegates work including reviewing people's performance or leads on an area/service in key Human Resources issues.	
Indicators	Where identified
a) Contributes to the recruitment and selection of team members to meet organisational needs consistent with legislation, policies and procedures.	Application Form & Selection Process
b) Communicates clearly with team members, allocates work and gives them opportunities to: <ul style="list-style-type: none"> - Contribute to the planning and organisation of work - Assess their own and team work - Respond to feedback 	
c) Takes action to address performance issues and manages absence	
d) Undertakes Appraisals with all team members	
e) Provides advice and guidance to all of the above	
f) Takes a lead on key HR issues in a service/area	

Managing and Presenting Information	
Description: Gathers and analyses information including the reporting and presenting of results	
Indicators	Where identified
a) Formulates and agrees with others:- <ul style="list-style-type: none"> - The questions to be answered & issues to be addressed by the data/information - The concepts to be used for data and information collection,. Management, analysis, interpretation and reporting. 	Application Form & Selection Process
b) Monitors data quality and quantity and takes action to deal with any problems making sure data quality is maintained.	
c) Collects, manages, analysis, interprets, reports/presents data/information taking account of:- <ul style="list-style-type: none"> - The audience - Appropriate presentation styles 	

Physical Demands	
Description: Undertakes task which have very high and ongoing physical demands	
Indicators	Where identified
a) Operates machinery or carries out duties that involve ongoing lifting, carrying, pulling and pushing very heavy weight or intensive manual digging.	Application Form & Selection Process
b) Works in awkward positions for example, whilst leaning over, around or under an obstruction.	

Political Awareness	
Description: Is aware that they work in a political organisation. Able to respond to councillors operational requests impartially and confidentially.	
Indicators	Where identified
a) Awareness of the political make up of the council.	Application Form & Selection Process
b) Awareness of how council decisions are made and how they affect their service.	
c) Responds to councillors and council issues with the support of line managers.	
d) Awareness of the differences between the roles of councillors and officers.	

Procurement and Commissioning	
Description: Monitors, orders and checks supplies of goods and/or services	
Indicators	Where identified
a) Ensures adequate supplies, is responsible for order, checking deliveries and raising any problems or issue to the relevant person.	Application Form & Selection Process

Project/Programme Management	
Description: Provides project support	
Indicators	Where identified
a) Understands the council's approach to project management.	Application Form & Selection Process
b) Provides administrative support to projects.	

Wellbeing of People	
Description: Takes an operational responsibility for the wellbeing of service users.	
Indicators	Application Form & Selection Process
a) Operational responsibility for: Ensuring that the council promotes and supports safeguarding and protecting people from harm, neglect, abuse and injury.	
b) Implementing processes and procedures which have a direct impact on the health and safety or well being of people.	
c) Challenges and takes action to imbed equality and diversity in service provision.	

Career Progression Criteria

Grade 8

Knowledge and Skills
As Grade 7 and can demonstrate all competency areas as an Area of strength – competencies are practised consistently and have become a normal way of working.

Core Competencies
As Grade 7 and can demonstrate all competency areas as an Area of strength – competencies are practised consistently and have become a normal way of working.

General Job Competencies
As Grade 7 and can demonstrate all competency areas as an Area of strength – competencies are practised consistently and have become a normal way of working.

Project/Programme Management
Description: Prioritises and manages ongoing project work or as part of a project team
a) Drives and monitors project/s highlighting any issues
b) Takes part in and helps to deliver projects
c) Prioritises project work

Career Progression Criteria

Grade 9

Knowledge and Skills

As Grade 8 and can demonstrate all competency areas as an **Area of excellence** – significant skills and knowledge and regarded as a role model.

Core Competencies

As Grade 8 and can demonstrate all competency areas as an **Area of excellence** – significant skills and knowledge and regarded as a role model.

General Job Competencies

As Grade 8 and can demonstrate all competency areas as an **Area of strength** – competencies are practised consistently and have become a normal way of working.

Managing and Presenting Information

Description: Plans, develops, designs and evaluates processes/materials for the managing and presenting of information.

Indicators

- a) Identifies and takes actions around risks associated with information resources.
- b) Gathers and analyses data/information to:-
 - Evaluate current performance and capacity
 - Identify compliance with legislation, policies and procedures
 - Identify current problems/issues
 - Predict future needs
 - Assess capacity to meet future needs
- c) Ensures that users of data/information analysis and presentation are given appropriate support to use it effectively.

Procurement and Commissioning

Description: Assist in commissioning, procuring and monitoring goods and/or services

Indicators

- a) Monitors the delivery of goods and services identifying and taking action to resolve problems.
- b) Maintains complete records of the commissioning, procurement and delivery of goods/services.

JD Reference No	Highways Operative Grading Panel 26 th May 2010
JD Amended/Prepared By	ML
JD Amended On	
Refers to Estab(s)	