

Job Title: LED Programme Support – Highways Project & Programme Delivery	Role Profile Number: BSN141
Grade: K Salary:	Date Prepared: April 21
Directorate/Group: Economy and Development	Reporting to: Transport Project Manager
Structure Chart attached:	No

Job Purpose

- To provide a business support solution to the Highways Project and Programme Delivery Team - supporting a fast paced, high volume reactive service area in relation to the street lighting LED replacement programme.

Key Accountabilities

- Provide administrative support to the Highways Project and Programme Delivery team under the direction of the Highways Project and Programme Manager and the Transport Project Manager responsible for the LED replacement programme.
- Communicating with colleagues, clients & customers in appropriate manner, face to face or using mail, telephone and email services to request/obtain information to provide updates.
- Maintain complaints, enquiries and member hotline logs, this may involve inputting critical information to assist potential insurance claims.
- Prepare responses to enquiries, complaints and member hotline requests.
- Maintain the programme for the Council’s LED replacement programme updating all records on a monthly basis.
- Reconciling information to enable effective invoicing – checking original request, work completed, preparing the invoice for processing within the council’s guidelines.
- Awareness and handling of sensitive information is critical.
- Good negotiating skills across with range of parties, the public, managers and contractors.

Supplementary Accountabilities

- To carry out any other duties, this may be required within the grading of the post, making use of any specialist qualifications.

- In accordance with the provisions of the Health & Safety at Work etc. Act 1974 and the Management of Health & Safety at Work Regulations 1999 you must take reasonable care so as not to endanger yourself or other persons whilst at work. You must also co-operate with the Council to enable it to comply with its statutory duties for health and safety.

Knowledge & Experience

Candidates must have substantial knowledge and experience in the following areas of business and will be required to provide evidence of this:

- Demonstrable experience of using key MS Office products eg Word, Excel and Outlook
- Demonstrable experience of using specialist ICT systems for managing information
- Demonstrable experience of working with minimum supervision of a wide range of procedures and processes

Qualifications

- Educated to G.C.S.E Level in English and Maths Grade A to C or equivalent

Decision Making

- Ability to prioritise own work load to ensure all tasks are completed within given timeframes
- Ability to make basic day to day decisions on administrative process

<p><u>Job Scope</u></p> <p>Number and types of jobs managed</p> <ul style="list-style-type: none"> • • <p>Typical tasks supervised/allocated to others</p> <ul style="list-style-type: none"> • • • 	<p>Budget Holder</p> <p>Responsibility</p> <p>Asset Responsibility:</p>	<p>No</p>
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Contacts and Relationships

- Part of the Highways Project and Programme Delivery team
- Senior Highways Managers

Values and Behaviours

We strive to underpin our culture of being ‘At our Best’ through strong management and authentic

leadership. This means getting the management basics right. We own and demonstrate accountability, both individually and collectively, and aim to get things right first time. Building on this we also expect everyone at SBC to demonstrate and live our organisational values and behaviours, by displaying:

- Accountability at all levels
- Customer care and pride in what we do
- Continuous learning and evaluation
- Valuing one another and the contribution each of us makes

Other Key Features of the role

Data Protection: In accordance with the provisions of the Data Protection Act 1998, jobholders should take reasonable care to ensure that personal data is not disclosed outside the Council procedures, or use personal data held on others for their own purposes. In accordance with the provisions of the Freedom of Information Act 2000, ensure requests for non-personal information are dealt with in accordance with the Council's written procedures.

Employee Signature:	Print Name:
Date:	
Line Managers Signature:	Print Name:
Date:	