



**SWINDON**  
BOROUGH COUNCIL

## Role Profile

<b>Job Title: Business Support – Highways Maintenance</b>	<b>Role Profile Number:</b>
<b>Grade/Salary:</b>	<b>Date Prepared: April 2017</b>
<b>Directorate/Group: Resources</b>	<b>Reporting to: Business Support Lead - Waterside</b>
<b>Structure Chart attached:</b>	<b>Yes</b>

### Job Purpose

To provide a business support solution to the Highways Maintenance Team - supporting a fast paced, high volume reactive service area in relation to all aspects of maintaining the highway including, street furniture, road markings, highways signage, patching and drainage.

### Key Accountabilities

- Provide administrative support to the Highways Maintenance team under the direction of the Highways Operations Manager.
- 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.
- Administer the works orders from Confirm on a daily basis, this includes:
  - Input completion dates
  - Update quantities of completed works
  - Print orders allocate to Highways Supervisors
- Maintain callout log, this involves inputting critical information to assist potential insurance claims.
- Maintain the programme for the Swindon Borough Council's Gully Programme updating all records on a monthly basis.
- Maintain the spreadsheet for allocation of all costings, this involves staff and vehicles to the correct service area on a daily basis.
- Collate all Tachograph & vehicle defect books information ensuring all information is accessible and retained in line with legislation.
- 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.
- Responsible for scanning all signed work sheets to the shared drives for insurance purposes – this is

necessary due to no mobile working where information is stored electronically.

- Monitor operatives working hours to ensure compliance with working time directive, as Highways operatives can be on call for winter service (six months of year) & general emergency work (365 days a year) on top of normal roles.

### **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**

- 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.

### **Contacts and Relationships**

- Part of the wider Business Support Team across Waterside.
- Senior Highways Managers.

<b><u>Job Scope</u></b>	Budget Holder:	
<b>Number and types of jobs managed.</b>	Responsibility:	No
	Asset Responsibility:	

### Other Key Features of the role

This role is based at the Councils depot in Cheney Manor – it is office based but it is located within a busy operational environment.

**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.

<b>Employee Signature:</b>	<b>Print Name:</b>
<b>Date:</b>	
<b>Line Managers Signature:</b>	<b>Print Name:</b>
<b>Date:</b>	