

# Highway Construction Support Officer

Service	Reporting to	Location	Grade	Salary	Hours
Construction Services	Head of Service	Swinton Hall Road Depot	2C (SCP14-18)	£29,540 – £31,537	36

## About the role

### Admin Duties to support the Team

- To work within the Highway Construction team carrying out office management and tasks to support the team in ensuring the services are delivered to Salford.
- To support the Head of Service in all operational and office management duties. This will include any document development, record management and correspondence management.
- Be the first point of contact for the team with answering calls from internal and external customers, taking messages and passing on to the correct staff member and general organisational duties. Updating and maintaining the highways asset management system for the works issued and completed by the operational teams.
- Management the depot office facilities and all room booking system. Co-ordinating any works with property services and the management of the depot.
- Ensuring all Statutory records for Health and safety are maintained and always up to date
- Maintaining induction records and training matrix of operatives to maintain health and safety standards. Creating training programmes for operatives as required prompted by the matrix.
- Emergency call out's/rapid responses to operatives / maintaining daily emergency log and updating the highways asset management system.
- Provide cover for other Admin duties as required
- Management of the works road permit process of the Minor Maintenance team, including the application for permits and programming of the works to gangs ensuring compliance with response times.
- Management of tenders through the Chest, ensuring that a full suite of documents is present to allow schemes to be priced. Management of queries relating to these tenders, and all related correspondence to the tendering process.

## Key outcomes

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- Ensure all Administrative tasks are conducted efficiently and effectively to help ensure the smooth running of the department
- To undertake any additional duties that are reasonable with the level of the post.
- Have a basic understanding of health and safety in the workplace.
- Display a high level of organisation skills, able to prioritise workloads with conflicting deadlines
- Ensure queries from members of the public and councillors are passed on in a timely manner or dealt with if appropriate
- Communicate effectively with the rest of the team, build good working relationships.

## What we need from you

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- Proven technical skills and ability in the role with a record of accomplishment for delivering outcomes
- Professional credibility through proven relevant experience
- To model and demonstrate our values and behaviours
- Strong organisation skills with the ability to prioritise a high workload
- Understanding of the importance of confidentiality when dealing with sensitive information.
- Sound knowledge of MS Office
- Able to communicate with all levels or hierarchy and external customers.
- Able to work with minimal supervision



# What we can offer you

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Your ongoing professional development and success in your role is important to us, and that is why we provide a variety of learning and development opportunities. Within the sections below you will find development options tailored to you which will enable you to further develop your existing skills and learn new ones at a pace that suits you best. If you are joining us now, your development will form part of ongoing discussions with your manager. If you are an existing employee, you should use your Personal Development Reviews to discuss your development with your manager and create your development journey. It's important you also take full advantage of any informal learning available to you during the course of your work.

## Online learning

Develop your knowledge across a wide range of areas through our Me-Learning platform, with over 200 free courses to choose from. To have the best possible start and comply with current legislation, you must complete the following modules: Welcome to Salford, Health and Safety in the Office, GDPR, Equality Essentials, and Safeguarding Children and Adults. You may also benefit from a variety of courses in categories such as Business Skills, IT and Project Management which are available to learn at your own convenience and pace.

## Professional Development

Gain role specific skills and time to learn through a wide range of development opportunities. Learn whilst working and get support towards your qualification through an apprenticeship standard. Access professional development ranging from entry level to master's type qualifications, including achieving a role appropriate qualification. Details can be found on the Institute of apprenticeships website.

## Tailored Development

We can offer on the job training and CPD opportunities

## A digital organisation

### Developing your digital skills

Our ambition is to provide our workforce with the right level of digital capabilities needed to be successful. Whatever your current digital abilities are, we can provide development ranging from essential workplace skills to specialist workplace skills. These will be delivered through our Digital Skills Academy using both self-directed and guided learning opportunities to enable you to develop. Additionally, you can access free online courses through the [iDea website](#).



## Sharing your digital skills

Our goal is to support you to share your digital knowledge with other people. Our Digital Eagles programme has been designed to cover basic digital skills and build your confidence to assist others. By the end of this programme you will join hundreds of staff members who already are digital eagles, and be able to help colleagues, customers, residents, or people in your personal life with all things digital.

## Our Organisation's values

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**We have four values: Pride, Passion, People, Personal responsibility.**

[Our four values](#) are central to the way we communicate about the council and the way in which we behave with colleagues, customers, and partners - so that we live and breathe our values each day.

## Our values



**Pride**

**Passion**

**People**

**Personal responsibility**

## Application guidance

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We are a values-based organisation so reflecting our values or a values-based approach in your evidence will support your application.

The different sections of this role profile are there to give you an understanding of the purpose of the role. The 'what we need from you' section outlines the minimum criteria you will need to meet within your application.



**Salford City Council**