

HIGHWAYS APPRENTICE

Role Profile



Title	Highways Apprentice	
Grade	Level 2	
Reference:	N686	
Reports to:	Highways Asset Manager	
Work style Definition	Office based hot-desk/touch down worker	
Job Type:	Customer Facing Worker	
Primary purpose of role	As an apprentice, the post holder will, with appropriate supervision and instruction, support a broad and varied programme of Highways and Traffic works across the city - covering traffic management, road safety education, collision analysis and reduction, asset management and highway maintenance. This will give the post holder a solid foundation of knowledge and introduction to the Highways and Traffic Management business.	
Key accountabilities and key measures	Role outcomes <ul style="list-style-type: none"> ▪ Dealing with a broad range of stakeholders, including customers, in order to assist in providing answers to queries and service requests. ▪ Assist with site visits, such as taking measurements and undertaking basic surveys. ▪ Being intelligence led by manipulating and interrogating a variety of data (including asset, condition and collision) to help inform scheme development and decision-making, therefore contributing to the delivery of overall road safety aims and targets. ▪ Assist the Highways Maintenance Team with the formulation and delivery of maintenance schemes to meet quality, time and budget targets. 	Role measures <ul style="list-style-type: none"> ▪ Complete given tasks within timeframe and to high standards. ▪ Ensure internal/external customer satisfaction within the Highways and Traffic Management team. ▪ Effectively apply learnt skills and knowledge. ▪ Keeping up to date with all current Safe Systems of Work.

	<ul style="list-style-type: none"> Assist with the processing of Task Orders throughout their life cycle to ensure accurate works ordering and delivery of works. Undertake such training as necessary to develop an understanding of highway and traffic management. Undertake other duties appropriate to the grade of the post. 	
Key activities	<ul style="list-style-type: none"> Assist in the Asset Management Team Assist in the Traffic Management Team Assist in the Highways Maintenance Team To fully comply with the requirements of the apprenticeship programme, including attendance at review meetings 	
Essential qualifications/ knowledge	<ul style="list-style-type: none"> GCSE (Grade A* - C) in Maths and English or equivalent Full UK driving licence Demonstrable experience of Customer Service Excellence Understanding of the importance of confidentiality including the Data Protection Act Willingness to complete qualifications which are part of the apprenticeship 	
Desirable qualifications/ knowledge	<ul style="list-style-type: none"> Qualification in Temporary Traffic Management design for rural and urban environments (National Highway Sector Scheme I2D Module 7) Working knowledge of The Construction (Design and Management) Regulations 2015. Working knowledge of key highways policies and national standards such as HMEP. Highway construction theory. 	
Essential experience	<ul style="list-style-type: none"> Experience of working under one's own initiative. Experience of working as part of a team. Experience of working towards deadlines. 	
Desirable experience	<ul style="list-style-type: none"> Practical highway construction. Working within the highway industry. Working for local government. 	
Essential skills	<ul style="list-style-type: none"> Computer literate including demonstrable ability with Microsoft Office applications (Word, Excel and PowerPoint). Interpersonal communications skills including tact and diplomacy A willingness to undertake vocational experience Ability to interpret information and solve varied problems, both relating to people and technical problems Demand for precision and attention to detail High standard of written and verbal skills Time and task management skills Confidentiality where necessary 	

Corporate standards

- In accordance with Council policies and guidance on information management and security, it is your personal responsibility for data protection, client confidentiality and information governance.
- Act at all times in accordance with appropriate legislation and regulations, codes of practice, the provisions of the Council's constitution and its policies and procedures.
- Work within the requirements of the Council's Health and Safety policy, performance standards, safe systems of work and procedures.
- Undertake all duties with due regard to the corporate equalities policy and relevant legislation.