

# London Borough of Bexley - Job Description

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**Job Title:** Highways & Cleansing Technician

**Management Grouping:** Place, Communities & Infrastructure

**Department:** Area Teams

**Grade:** BEXLEY07 to BEXLEY09 (Career Grade)

**Reports to:** Senior Highways & Cleansing Officer

**Main Purpose of the Job:**

Maintain an area of highway equating to approximately 220 streets in a clean, maintained and safe condition in line with legislation, council procedures and maintain accurate records of works undertaken for insurance and budget monitoring purposes.

To deal with emergency situations and to respond to enquiries, requests and complaints from the public, MP's, Councillors and other departments.

To monitor contractor's performance and ensure work is carried out in accordance with safety legislation, the contract specification and within agreed timescales to ensure that value for money services are achieved.

**Major Duties and Responsibilities:**

1. Conducting safety inspections of the highway regularly, recording details for insurance purposes, ensuring necessary repairs are done, providing insurance documentation, statements, and representing the Council in court if needed.
2. Monitoring contractor's scheduled and cyclical work to ensure standards are met, including reactive and emergency works, and taking action under the contract if standards are not met.
3. Addressing requests, complaints, and inquiries from the public, MPs, and Councillors, attending site meetings, providing technical advice, guidance, estimates, and written responses.
4. Determining works to be done using specialist highways maintenance knowledge, calculating measurements, specifying materials, and issuing instructions to the contractor.
5. Providing estimates and technical advice to other departments and organizations and carrying out works on their behalf.
6. Participating in out-of-hours working arrangements for emergencies and inspections.
7. Managing highway reactive work within the associated budget.
8. Developing skills and knowledge through on-the-job training and pursuing vocational and academic qualifications.
9. Effectively communicating with professional staff within and outside the department.
10. Assisting with maintaining technical records relevant to the role.

**Job Activities:**

1. Conducting daily inspections of street cleaning to ensure satisfactory standards, issuing rejections or defaults to contractors when necessary.
2. Handling reports from the public, MPs, and Councillors regarding street issues, taking appropriate action, and providing updates.
3. Responding to letters, emails, and social media posts concerning highways maintenance issues, inspecting sites, and taking necessary action.
4. Identifying hazards in the borough, arranging emergency repairs, and undertaking site inspections for vehicle crossover estimates.
5. Responding to emergency calls, assessing situations, and coordinating with managers and emergency services.
6. Inspecting highways maintenance works, ensuring satisfactory standards, and taking follow-up actions if below standard.
7. Monitoring major works, making technical decisions, and addressing inquiries and complaints from residents.
8. Providing specifications and estimates for other departments and organizations, arranging and supervising works.
9. Requesting quotes for supplies or specialist work, ensuring salt bins maintenance, and overseeing gritting during winter.
10. Checking invoices from contractors, processing them for payment, and assisting with the training of new staff during induction.

**Further functions:**

1. Managing and supervising highways and street services contracts.
2. Providing emergency responses for highway accidents, adverse weather conditions, Danson Dam level monitoring, storms, and flooding on a 24/7 basis.
3. Assisting with enviro-crime and highway enforcement matters, including abandon vehicles, graffiti removal, overhanging vegetation, highway encroachment, and skip and scaffolding licensing.
4. Assisting with on-highway licenses such as Street Works licenses.
5. Managing borough-wide street cleansing, wet works, road closures, drainage gully cleansing, and on-highway fly-tipping.
6. Handling illegal vehicle crossings and providing vehicle crossing services to residents.
7. Managing major resurfacing projects.
8. Raising approximately 600 highways works instructions for essential repairs, from ordering through completion to invoicing.
9. Processing claims for compensation and appearing in court as a witness for the defence (the Council).
10. Undertaking condition surveys through newly adopted AI technology.

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## Person Specification

**Management Group: Place**

**Department/Section: Area Teams**

**Job Title: Highways & Cleansing Technician**

<b>Selection Criteria</b>	<b>Essential/ Desirable (E/D)</b>	<b>Method of Assessment (see key)</b>
<b>(a) Education and formal training</b>		
English & Maths GCSE or equivalent	E	A
<b>(b) Relevant technical experience, knowledge &amp; skills/abilities</b>		
Experience in Highway Maintenance	D	A/I
Knowledge of working in a Local Government environment.	D	A/I
Experience of dealing with contractors	D	A/I

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Experience of dealing with the general public and representatives of other organisations via telephone, letter, email or in person.	E	A/I/AT
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Excellent customer service and communication skills	E	A/I
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Keep accurate and timely records.	E	A/I
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Experience of general office administration processes	E	A/I
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Good IT skills and a working knowledge of MS Office applications, bespoke IT systems and databases (willingness to learn new programmes)	E	A/I
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Work as a member of a team and where appropriate individually	E	A/I
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Work well during busy periods and organise workload effectively	E	A/I
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<b>English Language Requirements for Public Sector Workers. Include these criteria where it is an intrinsic and regular part of the role to speak to members of the general public either face-to-face or over the telephone:</b>	E	A/I
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- **Ability to speak with confidence and accuracy, using accurate sentence structures and vocabulary.**
  - **Ability to choose the right kind of vocabulary for the situation in hand without a great deal of hesitation.**
  - **Ability to listen to customers and understand their needs.**
  - **Ability to tailor your approach to each conversation appropriate to the customer, responding clearly even in complex situations.**
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**(c) Other Additional Requirements**

Ability to travel around the Borough	E	DL
Ability to undertake walked safety inspections	E	A/I

**KEY:**

I = Interview, A = Application Form, AT = Ability Test, PQ = Personality Questionnaire, P = Presentation, PE = Practical Exercise, DBS = Disclosure & Barring Service, DL = Driving Licence

Applicants will be assessed against these criteria and the following high-performance indicators throughout the recruitment process.

**High Performance Indicators**

Values	Behaviours for staff	Behaviours for managers
<b>Innovation</b>	I respond flexibly and adapt to changing demands	I routinely look for innovative and cost-effective ways to improve performance and customer service
	I am prepared to take managed risks to achieve better outcomes	I champion change and deal successfully with ambiguity, enabling people to see positive and exciting possibilities for the future
	I ask 'What if...?' to develop fresh thinking and innovative approaches to generate and implement solutions to improve performance and challenge the status quo	I take calculated risks based on available evidence and my professional judgement to learn and try new things
<b>Leadership</b>	I demonstrate a clear sense of purpose and direction, in line with organisational objectives	I take responsibility for my service and for making things happen to make a difference to my service users
	I am willing to take difficult decisions	I create an environment where staff can thrive and show I value and trust staff, give praise and recognise good work
	My personal actions promote a positive image of Bexley	I inspire, lead and encourage staff to move forward

<b>Collaboration</b>	I show respect for others and value contributions from internal and external partners and customers	I encourage the feeling that the team is a collective unit with shared goals
	I recognise the right solution, regardless of who initiated it	I engage with service partners and other areas of the Bexley organisation to understand the demands on others and seek solutions as One Council
	I seek out and work with partners who can help me achieve the outcomes and objectives I need to deliver	I network internally and externally
<b>Listening and Responding</b>	I acknowledge other people's viewpoints and work with them to find a win-win solution	I seek regular service user feedback and review customer data to shape service improvements
	I prepare and present information anticipating questions and problems	I ask staff for ideas on how to improve our service and how I can improve as a manager, listen to them and act on them
	I adapt my style to the audience and their needs, using the most appropriate communication channels	I empower staff to make decisions and changes to improve value for money, customer service and productivity
<b>Open and Accessible</b>	I see issues from the customer / user perspective	I am accessible to my service users, customers, staff and Members
	I monitor customer feedback and level of satisfaction with the service they receive, and use this to improve and pre-empt customer needs	I communicate and share a clear vision for the bigger picture as well as specific service areas
	I seek to build and maintain positive relationships with customers and partners	I outline what is expected of individuals and their contribution to the whole, and am consistent in my expectations

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Impact	I prioritise my activities and resources to focus on those which have the most impact for residents	I design services that provide value for money and deliver our outcomes, informed by evidence
	I take responsibility for making things happen and achieving my objectives	I produce, prioritise and adapt plans to meet changing requirements
	I make decisions and clear recommendations based on my professional opinion and experience, informed by a range of information and evidence	I set interim goals to achieve notable wins on the way to larger objectives  I deal with poor performance

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