# BCP COUNCIL JOB DESCRIPTION

**SERVICE UNIT: Neighbourhood Services**

**JOB TITLE: Chargehand Highways**

**REF No: 102287, 109289, 103881, 104440**

**GRADE: BCP Band G**

**RESPONSIBLE TO: Highway Supervisors**

**MAIN PURPOSE**

* Make a positive contribution to achieving Environment’s purpose – “Help ensure that BCP is safe, clean and green now and in the future.”
* To assist in the delivery of efficient and effective daily Environment services on behalf of the BCP Council, including Highway Improvements, Maintenance and Construction related activities, Cleansing and Green Space maintenance and other associated services.
* To work alongside communities, contractors and partners of BCP Council to achieve Priorities and Purpose.

# MAIN RESPONSIBILITIES

1. To take ownership of Highway Service and Construction operations working as part of a team delivering Environment’s purpose.
2. To assist in scoping and quantifying potential works to enable Highway Supervisors to collate estimates, tenders and costs for major projects and commercial works.
3. To assist in the day-to-day work allocation and monitoring of operational frontline staff delivering Highway Construction and Maintenance works ensuring job completion to pre-designed program and manage task continuity in an efficient manner.
4. To provide a key proactive link between Environment services and communities, understanding local needs, managing expectations against service delivery, growing community engagement action and self-help wherever possible and appropriate.
5. To assist Highway Supervisors in supporting staff ensuring they have the necessary skills to deliver purpose and positively support the Borough’s Learning Organisation and Employee Behaviours Culture. (e.g. supporting employee Annual Development Reviews).
6. Actively seek to remove barriers to producing quality on the ground delivery of services, engaging with the local community to encourage self-help and ownership.
7. Deal with customer enquiries related to schemes. Alert Supervisors to common or reoccurring issues/barriers to ongoing improvement seeking solutions for consideration and/or action
8. Identify and wherever possible resolve front line issues or difficulties where they arise, referring to line management as necessary.
9. Carry out inspections and maintain service/asset records to comply with the Borough’s legal obligations and to ensure public spaces are maintained in good order and are fit for purpose. Report defects/issues promptly, prioritise and arrange any works that may be required.
10. Provide a regular on-site presence during large scale works.
11. Ensure all teams are continually resourced for staff, plant and materials to complete works to programmed target dates.
12. Personally, undertake maintenance and construction tasks where deploying other resources may not be time or cost effective.
13. Notify supervisors/customer services/Corporate communications at the earliest opportunity of significant or potentially disruptive works/incidents to prevent or reduce enquiries and/or complaints.
14. Procure goods, equipment and services in line with standing orders.
15. Be responsible for the proper use and safekeeping of hand tools, small and for some projects large plant vehicles and machinery/equipment.
16. To undertake such out of hours activities as necessary in accordance with Service Unit and Council policy.
17. To undertake such other duties as may be required from time to time commensurate with the level of the post.

18 To comply with all decisions, policies and standing orders of the Council and any relevant statutory requirements, including the Equality Act, the Health and Safety at Work Act and Data Protection Act.

# Specific Responsibilities

Each post will take a lead responsibility for one of the following operational areas. In time each post holder will be expected to support and cover each other’s functions during their colleague’s absence. The responsibilities are subject to variation to support service requirements.

1. The post holder will take specific responsibility for Highway maintenance and commercial activities. (e.g. vehicle accesses).
2. The post holders will take specific responsibility for planned maintenance and winter activities.
3. The post holder will take specific responsibility for Construction and Surfacing schemes.
4. The post holder will take specific responsibility for sign manufacturing, deployment and associated activities

Reviewed by: Greg Kerr June 2025

# PERSON SPECIFICATION

|  |  |  |
| --- | --- | --- |
| **ATTRIBUTES & CRITERIA** | **ESSENTIAL/ DESIRABLE** | **METHOD OF ASSESSMENT** |
| **EXPERIENCE**   * A Street Scene related activity (Highway inspection/maintenance, greenspace management or refuse and cleansing services) * Working with team members and contractors to maintain public spaces and deliver improvements. * Working with team members and contractors to maintain public spaces and deliver improvements. | Essential  Essential Essential | Application Form Interview References |
| **QUALIFICATIONS / TRAINING**   * NVQ 4 or similar or experience in Environment discipline (e.g. Highway inspection, Landscaping. Waste Management) * Health & Safety (e.g. IOSH managing safely) * First Aid | Essential Essential | Application Form Certificates |
| **APTITUDES /ABILITIES**   * Excellent verbal and written communication skills * Effective interaction with the Public, statutory undertakers and emergency responders * Ability to manage changing demands and service pressures, resolving front line issues where appropriate * Identifies methods of continual improvement and implement new ways of working. * Takes responsibility, make effective decisions and seek resolutions to issues. * Motivate and support team members performance * Ability to undertake substantial and intense manual effort over periods of time including on occasions physical effort in awkward postures. | Essential Desirable  Essential  Essential  Essential  Essential Essential | Application Form Interview References  (Practical Test –if applicable) |
| **KNOWLEDGE**   * Plant, equipment and maintenance practices * Safe working practices in Highway and construction including traffic management * Good working knowledge of other relevant Council departments that interact with Street Scene Services and an awareness of the commercial marketplace in which the service operates and contracts. | Essential Essential  Essential | Application Form Interview |
| **ATTITUDE / MOTIVATION**   * Adaptable to changing circumstances * Team builder capable of bringing staff and contractors to deliver a purposeful service * Demonstrates a can-do approach to service delivery * Commitment to Customer care, satisfaction and service delivery | Essential Essential  Essential Essential | Application Form Interview  References |

|  |  |  |
| --- | --- | --- |
| **OTHER FACTORS**   * Full valid UK driving licence to minimum Class B * Class C driving license * Flexible approach to working hours to include evenings, weekend and on occasions at night. * Willingness to take part in scheduled emergency rotas * Willing to work outside in all weathers on various locations within the BCP boundaries. | Essential  Desirable  Essential    Essential  Essential | Application Form Interview  Driving Licence |