

Job Description

Job Role: Principal Public Rights of Way Officer

Service: Highways and Traffic

Role Structure	Role Details
Directorate:	Economy & Environment
Grade:	HC10
Location:	Plough Lane / Thorn Depot
Responsible to:	Group Manager – Streetscene, Public Rights of Way and Traffic Management

Main purpose of the role:

To play a leading role in managing Public Rights of Way across Herefordshire. You will be responsible for the management of the Public Rights of Way team, and in doing so, developing and implementing strategies, processes and policies to provide excellent Public Rights of Way services and will collaborate with various stakeholders, including Cabinet, other elected members and senior managers to enhance the network, ensuring they are accessible and well maintained.

Key Duties and Responsibilities	Frequency of Task
<ul style="list-style-type: none"> To play a strategic role in coordinating the management of Public Rights of Way service and provide strategic advice to elected Members, officers, communities and others as appropriate on Public Rights of Way matters. 	<ul style="list-style-type: none"> • Daily
<ul style="list-style-type: none"> To be responsible for applying for funds and the preparation of relevant business cases. 	<ul style="list-style-type: none"> • Daily
<ul style="list-style-type: none"> Ensure compliance with current legislation. 	<ul style="list-style-type: none"> • Daily
<ul style="list-style-type: none"> To be the technical expert and advise on enforcement action regarding all aspects of the team's work. 	<ul style="list-style-type: none"> • Weekly
<ul style="list-style-type: none"> Develop our inspection process and work with volunteers to provide an accessible and well-maintained network. 	<ul style="list-style-type: none"> • Daily
<ul style="list-style-type: none"> Undertake and oversee investigations for the formulation and implementation of policies, standards and initiatives pertaining to Public Rights of Way. 	<ul style="list-style-type: none"> • Weekly



Key Duties and Responsibilities	Frequency of Task
<ul style="list-style-type: none"> Provide detailed specialist and technical advice to other teams regarding Public Rights of Way matters more widely. 	<ul style="list-style-type: none"> • Daily
<ul style="list-style-type: none"> Provide excellent customer-focused services throughout the team and ensure the team is proactive, responsive and develops strong working relationships with internal and external colleagues and stakeholders. 	<ul style="list-style-type: none"> • Daily
<ul style="list-style-type: none"> To manage external contractors to ensure projects are completed on time and on budget and meet the required specifications. 	<ul style="list-style-type: none"> • Weekly
<ul style="list-style-type: none"> The post holder will lead the Public Rights of Way Team in all aspects of the team Definitive Map Modification Orders, Town and Country Planning Association (TCPA) Orders, Footpath Diversion Orders, support applications and ensure accurate record keeping of S31 (6) deposits and liaising with the public, local councils and local members. In doing so you will be required to carry out activities within an office and on-site environment. 	<ul style="list-style-type: none"> • Daily
<ul style="list-style-type: none"> Organise and manage PROW teams including recruitment, training/career development, HR matters, and safety in line with legislative and Council procedures as required. 	<ul style="list-style-type: none"> • As required
<ul style="list-style-type: none"> Plan, organise and control the workload of the PROW teams, set objectives, targets, and ensure effective decision making to enable the provision of an efficient and effective service. 	<ul style="list-style-type: none"> • Monthly
<ul style="list-style-type: none"> Co-ordinate, control and maintain all relevant management systems, recommending improvements to ensure the best use of available resources. 	<ul style="list-style-type: none"> • Quarterly
<ul style="list-style-type: none"> Provide reports and statistical information for use in policy analysis, Business Plans, Service Charters, Service Level Agreements and Service Plans etc. 	<ul style="list-style-type: none"> • As required
<ul style="list-style-type: none"> Recommend changes to policy and procedures, as required. 	<ul style="list-style-type: none"> • As required
<ul style="list-style-type: none"> Represent the Service and the Council regarding matters covered by the post on corporate and specific issues. 	<ul style="list-style-type: none"> • Daily
<ul style="list-style-type: none"> Assist in the provision and analysis of technical information for needs assessment purposes in the determination of revenue and capital budget requirements and make recommendations as to the allocation of the PROW budget. 	<ul style="list-style-type: none"> • Monthly



Key Duties and Responsibilities	Frequency of Task
<ul style="list-style-type: none"> Recommend work resource requirements and subsequently co-ordinate and monitor the expenditure of revenue, capital, and rechargeable works within allocated budgets. Take appropriate action where necessary, reporting as appropriate to ensure compliance with financial procedures etc. 	<ul style="list-style-type: none"> Monthly
<ul style="list-style-type: none"> Take ownership and responsibility for the delivery of capital projects across the network and develop an asset register, using frameworks to deliver improvements on the ground. 	<ul style="list-style-type: none"> Weekly
<ul style="list-style-type: none"> Ensure the provision of accurate forward planning financial information and detailed cost estimates as required. 	<ul style="list-style-type: none"> Monthly
<ul style="list-style-type: none"> Monitor, taking corrective action as necessary, the actual and projected financial requirement of the programme of Public Rights of Way works. 	<ul style="list-style-type: none"> Monthly
<ul style="list-style-type: none"> Identify and develop sources of external funding for maintenance and specific public rights of way. 	<ul style="list-style-type: none"> As required
<ul style="list-style-type: none"> Ensure the continuous review and development of the statutory definitive map of Public Rights of Way for the county. 	<ul style="list-style-type: none"> Weekly
<ul style="list-style-type: none"> Ensure the correct and proper responses are given to enquiries made about the Definitive Map of Public Rights of Way. Ensure that all complaints relating to maintenance and illegal/unauthorised use of Public Rights of Way are investigated and appropriate action taken. 	<ul style="list-style-type: none"> Daily
<ul style="list-style-type: none"> Ensure team members are responsive and provide excellent customer service at all levels of the team. 	<ul style="list-style-type: none"> Daily
<ul style="list-style-type: none"> Representing the Council at Public Inquiries held to resolve objections to modification, closure, and diversion orders. 	<ul style="list-style-type: none"> As required
<ul style="list-style-type: none"> Attend and represent the Council at Magistrates' Court as regards illegal, unlawful, and unauthorised uses of Rights of Way. 	<ul style="list-style-type: none"> As required
<ul style="list-style-type: none"> Prepare enforcement notices as regards illegal / unauthorised use and supervise enforcement works. Develop a review of enforcement in Herefordshire and ensure the right approach is taken in this regard and is reviewed annually. 	<ul style="list-style-type: none"> Weekly
<ul style="list-style-type: none"> Ensure the correct analysis of all evidence submitted in respect of claims for modification orders. 	<ul style="list-style-type: none"> As required



Key Duties and Responsibilities	Frequency of Task
<ul style="list-style-type: none"> Ensure the accuracy of the Council's responses to requests for modification, closure, and diversion orders. 	<ul style="list-style-type: none"> Weekly
<ul style="list-style-type: none"> Provide advice to other stakeholders including groups and services, the Police and Director of Public Prosecutions as regards all aspects of Public Rights of Way. 	<ul style="list-style-type: none"> Weekly
<ul style="list-style-type: none"> Investigate enquiries and requests for service from Members, Parish Councils, the community etc, attending site meetings as required, to identify appropriate remedial action, replying as necessary in accordance with agreed time scales, and providing a courteous, helpful, and responsive service and the highest level of service and customer care within available resources. 	<ul style="list-style-type: none"> Weekly
<ul style="list-style-type: none"> Consult either verbally or in writing with interested parties both inside and outside the service on issues affecting the Public Rights of Way section. 	<ul style="list-style-type: none"> Weekly
<ul style="list-style-type: none"> Ensure the Council's plans and programs are set up and implemented so that it meets its obligations under the Countryside and Rights of Way Act 2000. 	<ul style="list-style-type: none"> Monthly
<ul style="list-style-type: none"> Organise and represent the Council at public events for future schemes including preparation of materials, choice of location, advance publicity etc. 	<ul style="list-style-type: none"> As required
<ul style="list-style-type: none"> Prepare press releases on Public Rights of Way issues/schemes policy and respond to all issues raised through the media with the sign off of the Group Manager or Head of Service. 	<ul style="list-style-type: none"> As required
<ul style="list-style-type: none"> In conjunction with the Group Manager or Head of Service, participate in the preparation and presentation of seminars for elected members, parish councils, officers, senior officers and others. 	<ul style="list-style-type: none"> Quarterly
<ul style="list-style-type: none"> Ensure the correct processes, policies, Risk Assessments and Method Statements are in place, including ensuring staff within the team are working safely with the correct PPE, training and equipment to do their jobs safely and efficiently. 	<ul style="list-style-type: none"> Monthly
<ul style="list-style-type: none"> Responsible for ensuring all staff within the team have regular 1:1s, annual My Conversation meetings and complete yearly mandatory e-learning training by the required deadline. 	<ul style="list-style-type: none"> Monthly and annually
<ul style="list-style-type: none"> Always ensure Value for Money, ensuring procurement colleagues are consulted to ensure compliance in this regard. 	<ul style="list-style-type: none"> Daily



Key Duties and Responsibilities	Frequency of Task
<ul style="list-style-type: none">• Any other duties deemed appropriate by management, relevant to the role and within the capacity of the grade.	<ul style="list-style-type: none">• As required

Person Specification

Requirements	Essential or Desirable	Identified by
		A – Application I – Interview
Qualifications and Training		
• Educated to degree level or have relevant and extensive Public Rights of Way training.	Essential	A, I
• Membership of IPROW	Desirable	A, I
Experience & Knowledge		
• Experience of working in a Public Rights of Way team / setting, particularly in technical, specialist and legal areas of the service.	Essential	A, I
• Substantial technical and legal knowledge and experience in Public Rights of Way.	Essential	A, I
• Experience of attending court to represent organisations in regard to illegal, unlawful and unauthorised uses of Public Rights of Way	Essential	A, I
• Experience of managing and leading a team	Essential	A, I
• Experience of budget management.	Essential	A, I
• Of using GIS systems	Essential	A, I
Skills and Abilities		
• Ability to be organised, manage effectively and inspire others to deliver excellent, customer focused services.	Essential	A, I
• Skills developed in a Public Rights of Way setting, including technical knowledge developed in the same setting.	Essential	A, I



Requirements	Essential or Desirable	Identified by A – Application I – Interview
<ul style="list-style-type: none"> • Experience in the development and operational maintenance of Public Rights of Way. 	Essential	A, I
<ul style="list-style-type: none"> • Experience of building positive relationships and working positively with key stakeholders and communities. Representing the department when necessary. 	Essential	A, I
<ul style="list-style-type: none"> • Proven track record in developing and delivering innovative and effective projects and strategic working. 	Essential	A, I
<ul style="list-style-type: none"> • Negotiation and persuasive skills and being able to deal with conflict in a calm and professional manner. 	Essential	A, I
<ul style="list-style-type: none"> • Commitment to the ongoing training and development needs of staff. Commitment to further personal training and development. 	Essential	A, I
<ul style="list-style-type: none"> • Understanding of NRSWA, and other relevant legislation along with an in-depth knowledge of Health and Safety legislation, policies, and practices relating to Highway and PROW requirements. 	Essential	A, I
<ul style="list-style-type: none"> • Proven ability to initiate, develop and implement new ideas and procedures to improve service delivery. 	Essential	A, I
<ul style="list-style-type: none"> • Proven ability to be self-motivated and able to motivate others. 	Essential	A, I
<ul style="list-style-type: none"> • Ability to respond to service requirements, meet tight deadlines and deal appropriately with complex workloads. 	Essential	A, I
<ul style="list-style-type: none"> • Effective communication skills with the ability to prepare reports on complex technical issues and ability to present them in a clear and concise manner to a range of audiences. 	Essential	A, I



Requirements	Essential or Desirable	Identified by A – Application I – Interview
<ul style="list-style-type: none"> Ability to travel to sites around the county as and when required. 	Essential	A, I

All council staff have a duty to promote the welfare of children, young people, and adults with care and support needs at risk of abuse and neglect who cannot take steps to protect themselves. Ensuring you attend mandated safeguarding children and safeguarding adults training to enable you to recognise the concerning behavior, know how to talk about it, and consent/duty to share information effectively. You will also learn about the legalities and procedures the social care staff can take.



Our Values and Behaviours

The council's THRIVE core values are our guiding principles and beliefs that shape our culture and behaviour within the council. They help us to achieve our Council Plan vision "do our best for Herefordshire" acting as our DNA and the "way that we do things around here". We expect all colleagues to act as a role model by living our values and setting an example for others. Our values strive to promote a thriving workforce by fostering a culture of trust, being honest and responsible, inclusive, valuing people and resources and leading with empathy.

Trust - Developing and maintaining relationships based on a culture of transparency and open communication. Supported by integrity and the confidence that you are reliable and fulfil commitments.

Honesty - Demonstrating truthfulness, integrity, and transparency in all communications, decisions, and relationships. Being trustworthy, reliable, and accountable for your actions. Acting with sincerity and fairness, even in challenging situations.

Responsibility - Taking ownership of individual and collective actions, decisions, and delivering on commitments. Being reliable, fulfilling obligations and being accountable for outcomes and results. Proactively contributing to the achievement of your own, the team and council goals.

Inclusivity - Embracing diversity, equity and inclusion by recognising and valuing the unique perspectives, backgrounds and experiences of our staff, customers and residents. Creating an environment where every individual is valued, respected and can belong.

Value - Upholding high standards, ethics and integrity to guide our actions and decisions.

Demonstrating commitment to creating and delivering value in our work by recognising and appreciating each other, our resources, processes, customers, community and environment.

Empathy - Demonstrating a genuine and caring understanding of others' feelings, perspectives, and experiences. Listening attentively, acting with compassion, supporting with respect and kindness and considering the impact of our actions on others.

