## Highways Stakeholder Administrator

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| **Generic title** | Assistant |
| **General Description** | A technical or functional support role expected to support closely defined tasks within company procedures and industry standards. The person will receive instruction, tasks and guidance from a more senior manager.  In operations they will assist project and construction managers.  In commercial they will assist buyers, planners, estimators and surveyors |

## Competencies

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| **Achieving Results** | Will set goals for self in own work environment  Demonstrates enthusiasm for the job |
| **Analytical thinking and decision making** | Using personal experience and systematic approach to arrive at decisions on straightforward issues |
| **Communication** | Communicates positively with clarity and understanding  Presents information in a structured way  Demonstrates confidence when communicating in own subject |
| **Dealing with change** | Positive attitude to change when presented  Contributes to change in own area of work |
| **Teamwork** | Contribute to the overall team objectives  Understand how to be part of a team  Regularly cooperate with team members |
| **Leadership** | Ability to take control of situations with one’s sphere of influence  Assume responsibility – organising and guiding where necessary |
| **Managing resources** | Works effectively within time and budget constraints set by others  Looks to complete on schedule and recover slippage |
| **Negotiation** | The ability to discuss and agree priorities |
| **People Development** | Can respond within tested frameworks of development to identify own needs  Uses personal experience to build own skills |

## Role definition

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| **Summary of role** | To provide support to all stakeholders on designated highways projects, ensuring the day to day stakeholder operations, as detailed in the stakeholder management plan, are delivered operationally. The role will also be responsible for being the first point of contact for all general public and stakeholder complaints and queries and addressing and escalating as necessary. |
| **Responsibilities and accountabilities** | Address stakeholder / customer concerns and questions as FPOC  Manage day to day stakeholder management plan activities for several projects  Regular communicate project progress to all stakeholders  Arrange and attend regular public events acting as a representative of Morgan Sindall  To be aware of all aspects of the works, consider how these packages may impact on stakeholders (mainly but not exclusively residents and motorists).  Take appropriate action to advise and warn in advance (through letter drops, client website, e-mail, social networking, etc)  Deal with requests for information and complaints, and manage a complaints register to record the issues and actions taken.  Produce and maintain the public information wall plans to record sensitive receptors, environmental constraints, details of letter drops undertaken, works on structures etc.  Be aware of special events in the area that may impact on traffic flows and liaise with the TM team accordingly  Produce regular newsletters to advise external stakeholders of progress with the scheme  Liaise with the client public liaison team to deal with HAILs etc.  Liaise with local authority officers and councillors at county, district and parish level together with resident and other stakeholder groups  Liaise with the freight transport association, local businesses and regional traffic generators (airports, docks etc)  Arrange and attend public meetings and regular meetings with stakeholder groups (normally hosted by myself) and produce agendas, minutes etc.  Assist in the arrangement of public information exhibitions including booking of venues, production of exhibition boards etc. |
| **Qualifications, training and technical knowledge** | HNC / NVQ / SVQ  3 GCSEs levels grade A to C or equivalent including English  Construction / infrastructure experience preferable  Highways experience would be advantageous |
| **Attributes and skills** | Some supervision skills  Ability to manage a given list of tasks  Ability to work well either alone or as part of a team  Some knowledge of construction practices and standards within their subject  Good writing, analytical and problem solving skills  Ability to follow oral and written instructions  Ability to handle situations and problems  Know when to ask for help and guidance |