

**The Highland Council**  
**Caithness and Sutherland Area Committee**  
**20 May 2013**

Agenda Item	<b>9.</b>
Report No	<b>CS-18-13</b>

**Community Works Officer Duties**

**Report by Director of Transport, Environmental and Community Services**

**Summary**

This report provides details of the roles and responsibilities of the staff within Roads and Community Works who are responsible for delivering front line services, including Community Works Officers.

**1. Introduction**

1.1 This report provides details of the roles and responsibilities of the staff within Roads and Community Works who are responsible for delivering front line services, including Community Works Officers, as requested by the Area Committee.

**2. Roads and Community Works**

2.1 The Roads and Community Works section within TEC Services delivers a range of front line services including:

- Winter Maintenance
- Road Maintenance
- Watercourse Maintenance
- Grounds Maintenance
- Burials
- Emergency Response

2.2 Staff within Roads and Community Works also provide technical support for front line services including:

- Road Inspections
- Bridge Inspections
- Design Services
- Dealing with Public Utilities
- Road Construction Consents

2.3 This report will focus on the roles of the staff involved in the delivery of the front line services listed in 2.1 above.

2.4 The Organisational Chart detailing the staff involved in the delivery of Roads and Community Works front line services is contained in **Appendix A**.

### 3. Roles and Responsibilities

3.1 The roles and responsibilities of the staff involved in delivering front line services are set out below:

Head of Roads and Community Works (HQ)	Responsible for implementing the strategic direction for this part of the Service in accordance with the policies set by the Transport, Environmental and Community Services Committee, and for ensuring that works are carried out in accordance with the Council's Programme "Working Together for the Highlands".
Area Roads and Community Works Manager	Responsible for operational management, to ensure that the Programme for the Highland Council is delivered at area level. Preparing programmes for approval by the Area Committee and ensuring they are completed in accordance with policy and to budget.
Community Works Managers	Responsible for the overall programming and budget control of the works and for ensuring the works are carried out in accordance with the directions issued by the Area Roads and Community Works Manager.
Community Works Officers	Responsible for planning and organisation of works programmes and prioritising works under the general direction of the Community Works Manager.

More detailed information on the role of the Community Works Officers is provided below.

### 4. Role of the Community Works Officer

4.1 Community Works Officers (CWOs) have responsible for a defined geographical area. This is nominally one CWO per ward but the largest wards are subdivided and some of the smaller wards are grouped together. The geographic areas of responsibility are detailed in **Appendix A**.

4.2 CWOs may also take responsibility for particular functions across more than one Ward, or geographic area, in order to make the best use of their skills and abilities.

- 4.3 CWOs are responsible for the planning and organisation of local work programmes and prioritising works under the general direction of the Community Works Manager. This includes creating weekly and monthly programmes of work for distribution to the squads under their control taking into account any emergency or urgent works notified through the Council's CRM system. Given the reactive nature of our work, these programmes can change and need to be up-dated on a regular basis.
- 4.4 CWOs ensure resources are available for carrying out all works under their control and ensuring all plant and equipment is well maintained and adequate for purpose. CWO's have a basic fleet of vehicles and plant at their disposal which has to be augmented by hired plant and vehicles to accommodate breakdowns and servicing. While hired plant is kept to a minimum by managing works programmes and moving plant around, it is inevitable that some plant and vehicles need to be hired in especially for the more specialised work like surfacing and large culvert replacement.
- 4.5 CWOs are responsible for ensuring the staff under their control are properly trained. Our statutory duties require the Council to ensure all our operatives and staff are properly trained to carry out all our operations in a safe manner. The CWO's monitor the operatives' training records and arrange to have them updated when required.
- 4.6 CWOs have an important role to play in relation to the health and safety of all staff under their control, and the health and safety of the general public where they interact with our operations. CWO's are responsible for carrying out tool box talks to reinforce the health and safety message particularly at the start of each operation. This helps to reinforce the Health and Safety concerns associated with each operation. Given the interaction of the travelling public with all our operations, be it pedestrian or vehicular traffic, the CWO's have to be mindful of the dangers our operations and carry out risk assessments to ensure the safety of the travelling public.
- 4.7 CWOs are responsible for the supervision of external contractors. Although external contractors are kept to a minimum, it is the CWO's responsibility to monitor their works and ensure that they adhere to the Health and Safety regulations and carry out the works in accordance with the instructions issued.
- 4.8 CWOs are responsible for the maintenance of records for all operations including the checking of timesheets and job cards prior to input into the financial system. The accuracy of the timesheets and job cards entered into our financial system is extremely important in ensuring accurate recording of our costs. This basic operation is the first building brick of our financial monitoring system and is extremely important in ensuring proper budget control.
- 4.9 A number of CWOs act as lead officer for specialist activities such as Winter Maintenance, Surface Dressing, Surfacing, Safety Fencing, and White Lining. This includes the maintenance of all records for these operations to comply with both the Council's and Nationally Accredited Quality Assurance Schemes.

- 4.10 CWOs undertake the role of local contact for Members and Community Councils in respect of Roads and Community Works activities of a routine nature, e.g. potholes and grounds maintenance issues. Our CWO's are the first point of contact for both Members and communities and they are encouraged to maintain a good working relationship with all concerned. A clear line of communication between the CWO's, Members and the local communities eliminates the need for lengthy correspondence and ensures that where possible problems are eliminated at the first point of contact.
- 4.11 The above provides a comprehensive list of the duties undertaken by CWOs, however further information or clarification can be provided if required.

## **5. Implications**

- 5.1 There are no resource implications arising from this report.
- 5.2 There are no legal implications arising from this report.
- 5.3 There are no equalities implications arising from this report.
- 5.4 There are no climate change implications arising from this report.
- 5.5 There are no risk implications arising from this report.

## **6. Recommendation**

- 6.1 Members are invited to note the roles and responsibilities of the staff within Roads and Community Works who are responsible for delivering front line services, including Community Works Officers.

Designation: Director of Transport, Environmental and Community Services.

Date: 9 May 2013

Author: Campbell Stewart, Area Roads and Community Works Manager.

# Appendix A

