



Job description			
Job title	Apprentice Highways Technical Support		
Grade	Grade B		
Directorate	Regeneration and Economic Development		
Service/team	Highways & Transportation – Network Management and Development		
Accountable to	Team Leader Road Safety And Sustainability		
Responsible for	Not applicable		
JE Reference		Date Reviewed	July 2025

Purpose of the Job

The Network Management & Development Group is focused on achieving the safe and efficient movement of traffic around the Borough's highway network, bringing environmental improvement benefits to our local communities, and maximising economic development opportunities within the area.

The post holder will work as a member of the Group and will be primarily responsible for assisting in ensuring the delivery of any highways services within department's business plan, to maintain highway safety, to maintain and improve the highway environment for all users; and preserve the amenity of existing highway users from the impact of proposed development. The role will provide technical support and assistance to all Highways and Transportation staff. The post holder will be enrolled on a Civil Engineering Technician level 3 qualification, working in a supported environment to develop skills and knowledge will be undertaken as part of this.

Main duties will involve assisting in the delivery of highways services to meet the needs and requirements of the service.

Duties and Responsibilities

This is not a comprehensive list of all the tasks, which may be required of the post holder. It is illustrative of the general nature and level of responsibility of the work to be undertaken.

1. Assisting in ensuring the delivery of the Network Management and Development Groups business objectives.
2. To assist Principal Engineers and Team Leaders within the department, on the delivery of a variety of Highways projects and programmes to



meet the aims and objectives of the service. This includes but not; limited to, assisting in

- Undertaking studies, including analysis of pedestrian and vehicles flows, parking surveys, collision data, etc;
 - Investigation and identification of potential highways schemes including pedestrian crossings, signs and road markings, on-street parking facilities, facilities for cyclists and disabled people, and the provision of scheme design briefs;
 - Review, allocation and tracking of complaints and enquiries on Highway and Transportation Issues;
 - Providing input to highway schemes, local land searches, etc;
 - Supporting with the Admin associated with permanent and temporary traffic regulation orders i.e. raising, monitoring and chasing up invoices;
 - Processing requests for other Highways and Transportation Services i.e. disabled bays, H-markings, temporary closures etc;
 - Assisting with the monitoring and interpreting the effectiveness of Highways and Transportation schemes;
3. To develop the ability to provide detailed technical knowledge in analysing problems and creating solutions to a broad variety of highways disciplines including highways design, traffic engineering, development management.
 4. To liaise as directed with other council services as required ensuring timely delivery of highways services and projects.
 5. To develop your project management techniques to assist in ensuring service delivery.
 6. To keep up-to-date with current legislation and good practice.
 7. To work flexibly as a member of the Network Management & Development Group to ensure that the aims and objectives of the Highways & Transportation service are met and a high standard of service delivery is maintained.
 8. To observe the Council's Strategies and Policies for Equal Opportunities and Diversity.
 9. To comply at all times with the requirement of Health & Safety legislation and Council policy, taking appropriate action where necessary.
 10. To undertake other duties as may reasonably be required, which are consistent with the role and level of responsibility of this post.



Knowsley Better Together – Staff Qualities



Health and Safety

- To use equipment as instructed and trained.
- To inform management of any health and safety issues which could place individuals at risk.

Data Protection and Information Security

- Implement and act in accordance with the Information Security Acceptable Use Policy, Data Protection Policy and GDPR.
- Protect the Council's information assets from unauthorised access, disclosure, modification, destruction or interference.
- Report actual or potential security incidents.