



## Job Description

This job description has been designed to indicate the general nature and level of work required of the post to indicate the level of responsibility. It is not a comprehensive or exhaustive list, and the line manager may vary duties from time to time which do not change the general character of the job, or the level of responsibility entailed.

Post Details	
Job Title	Development and Delivery support officer
Job Reference	711265
Service	Place and Growth
Team	Highways and Transport / Engineering Development and Delivery
Location	Shute End/Hybrid
Reports to	Malcolm Pinto
Responsible for	N/A
Grade	Grade 5
Contract Type	Permanent
Hours	37 hours

Main Accountabilities	
1.	To support the Highways DC and Capital team to monitor and chase highway agreement legal documentation as well as support the delivery of the capital programme. This will involve obtaining quotes, raising orders, putting works out to tender on pro contract, responding to residents on CRM and updating the website
2.	Bad Debt Recovery - Liaise with legal/finance to ensure that the debt to Highways was minimised.
3.	Raising provisional/final certificates for Minor Works Agreements and S38/278 Agreements when directed by Engineers
4	Updating Exacom with updates on adoption station and S106 legal obligations
5	Database queries - ensuring that responses are obtained from the team and liaise on their behalf to ensure that legal and service quality timescales are met
6	Maintain the GVOL database/sharepoint site when new applications are
7	Maintaining CIL register and chasing down payment for works delivered on behalf of the parish or co-funded with the parish. Keeping a records of all works and income generated
8	To receive enquiries via WBC communication systems including phone, email and letter. Establish the nature of the query and liaise with the Highway Development Management team to enable officers to respond within legal and service quality timescales.





9	Co-ordinate the production of information for Frequently Asked Questions, Guidance, Policies and Standards for the Council's website, to assist external party submissions for technical approval
10	To establish and maintain administrative procedures, including the provision of administrative support to Highway Development Management as required
11	To raise requests for information and services, keeping a record of fees, setting up purchase orders and processing invoices for payment.
12	To prepare correspondence and reports for issue to internal/external parties which includes some financial and legal responsibilities
13	To arrange meetings and book appointments, including team/network meetings as required.
14	Uphold the Customer Care Charter at all times and work professionally in accordance with the Council's policies, procedures, standing orders and financial regulations.
15	To attend and take minutes of meetings, to record actions, as required.
16	Any other duties that correspond reasonably to the general character of the post and are commensurate with its level of responsibility

Person Specification	Essential	Desirable
NVQ2/5 GCSE level (A*-C) to include English & Maths (or appropriate experience)	Y	
Previous experience in office and/or finance	Y	
Proficient user of MS Office software including Word & Excel.	Y	
Utilise information and communications technology to access and communicate information	Y	
Ability to co-ordinate purchase orders, invoices and legal records	Y	
Maintain professional behaviour when challenged	Y	

Purpose Details	
<b>Service Purpose</b>	Place & Growth service encompasses the planning, delivery and maintenance of the built and natural environments in the Borough. The Highways & Transport (H&T) team provides a range of services linked to the planning, delivery and maintenance for users of the Borough network.
<b>Role Purpose</b>	To support the Engineering, Design and Delivery team with support services, associated with the planning and delivery of new highways and streets in the Borough.





	To support the Engineering, Design and Delivery team with support services, associated with delivering development and the associated new highway works in the Borough, which may include support to other parts H&T service to deliver a consistent and high-quality service to our customers.
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### Supervision and Relationships

<b>Supervision Received</b>	Line Manager
<b>Supervision Given</b>	Technical support by Engineers & Transport Planners
<b>Contacts</b>	Range of internal and external contacts, including Members, Senior Management, customers, carer's, partner organisations, provider organisations etc.

### Resources/Budget Management

N/A	
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### Special Requirements

N/A	
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### Occupational Health Risk Assessment

	Details
Skin/Respiratory Sensitisers	N
Working at Height	N
Exposure to Noise (>80-85dB)	N
Confined Spaces	N
Frequent Display Screen Equipment Use	Y
Driving for Work	N





Hand Arm Vibration	N
Lone Working	N
Healthcare/Social Contact with Patients	N
Blood Borne Viruses Exposure	N
Food Handling	N
Working with Animals	N
Specialised Medical Screening	N
Night Working	N
Safety Critical Work	N

Nature of the Role	Details
Healthcare or Hospital Work	N
Working with Children (under 18)	N
Working with Elderly/Vulnerable Adults	N
Work Environment Details	Shute end or at home

Role Involvement	Details
Working with Children	N
Working with Vulnerable Adults	N
Both of the Above	N
Providing Care/Supervision for Children	N
Providing Care/Supervision for Vulnerable Adults	N
Both of the Above	N
None of the Above	N

Disclosure and Barring Service (DBS)	Details
DBS Requirement	N/A





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Eligibility Tool	Find out which DBS check is right for your employee - GOV.UK ( <a href="#">Find out which DBS check is right for your employee - GOV.UK</a> )
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### Re-checks

N/A

### Evaluation Declaration

Date of Evaluation:	12/05/2025
Evaluated by:	Malcolm Pinto. Head of Engineering, Development and Delivery

