

Safe roads, Reliable journeys, Informed travellers



Recruitment | Application Pack |



Thank you for your interest in jobs with the Highways Agency

To ensure that the way we recruit people is fair, objective and open, everyone who applies for the same role will go through the same recruitment and selection process. In most cases, we'll ask you to complete an application form and a diversity questionnaire.

The diversity questionnaire is not compulsory, but will allow us to ensure that all communities are fully and fairly reflected at the Highways Agency. This information will not be used to assess you in any way.

Who we are and what we do

The Highways Agency, established in 1994, is an executive agency of the Department for Transport. We are responsible for operating, maintaining and improving the strategic road network in England on behalf of the Secretary of State for Transport.

We have a small corporate centre in London and seven locations across the country.

Our network consists of more than 4400 miles of roads and is worth more than £84 billion. It comprises motorways, dual carriageways and single carriageways in both urban and rural areas. Each year, our customers travel more than 80 billion miles on our roads. They carry approximately one-third of all road traffic in England and nearly two-thirds of all heavy freight traffic. Our network plays a vital role in supporting the everyday lives of individuals and communities and is crucial to the success of the UK's economy.





To ensure our customers can travel safely and with the minimum of disruption, our network is monitored by seven regional control centres and one national centre linked to over 1500 CCTV cameras and patrolled and monitored by about 1500 traffic officers, 24 hours a day, seven days a week.



To help our customers make the right decisions before and during their journey, and to keep them safe en route, we have over 2700 Variable Message Signs, 28 information points, over 6400 emergency phones and a DAB digital radio service.

We work closely with our partners and contractors to deliver an efficient and sustainable network that meets the needs of all our customers. We have also forged strong links with other road administrations in Europe and around the world to exchange information, experiences and expertise. This means we can learn of innovative ideas across the world and participate in a range of high-profile roads-related forums.

Our aim, values and objectives

Our aim, objectives and values represent our well-defined strategy.

Our aim

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Our prime objective

- To deliver a high quality service to all our customers by:
- reducing congestion and improving reliability
- improving road safety
- respecting the environment
- seeking and responding to feedback from our customers

Our enabling objectives

- To ensure more effective delivery through better working relationships
- To implement best practice and innovative solutions to improve service now and in the future
- To be a good employer
- To be an efficient Agency with effective business processes and resource management systems

Our values – how we behave in fulfilling our objectives

Customer service:	We put our customers first and aim to deliver world class quality of service
Teamwork:	We work together in dynamic teams and partnerships
Continuous improvement:	We are committed to learning, innovation and flexibility
Diversity:	We value people for who they are and their contributions
Best value:	We provide quality services that provide value for money
Integrity:	We build trust by acting with honesty, openness and fairness

Our Customer Promise

We want to continually improve the service we provide, which means putting our customers first in everything we do. To achieve this we developed our Customer Promise, a series of simple and clear statements which set out the key features of our service to customers. We use this to provide a basis for improving our performance and to better involve our customers and stakeholders in our business.

Our Customer Promise states:

- We will help you make your journeys safely and reliably
- We will provide value for money and invest in improved services
- We will provide helpful information to enable you to make choices before and during your journey
- We will clear up incidents quickly and safely
- We will limit any delays when carrying out roadworks and improvements
- We will play our part in protecting the environment
- We will ask you for your views and act on feedback
- We will deal with you promptly, courteously and helpfully

Professional Skills for Government (PSG)



In addition to our core values, we have embraced the Civil Service wide Professional Skills for Government (PSG) competence frameworks which are used to develop Role Profiles (job descriptions) and set objectives.

PSG provides a more systematic and consistent approach to skills and career development, setting out greater clarity on roles, progression and development.

PSG consists of 3 main elements:

- Leadership
- Core Skills – which are generally applicable to all posts
- 3 Career Groupings
 - Policy Delivery
 - Operational Delivery
 - Corporate Delivery



The frameworks enable individuals to work towards gaining experience in different career groupings which in turn leads to ongoing self-development and helps to ensure that the Highways Agency has the right set of skills in the right place at the right time.

Our Business Areas

The Highways Agency is managed by a Board, which comprises our Chief Executive and six executive directors. Each director is responsible for their own business area.

Network Operations

Network Operations Directorate (NOD) is the Agency's largest directorate and is responsible for three core functions: planning, delivery and operations.

Planning

- Managing short- and long-term planning to facilitate sustainable development
- Gathering, analysing, interpreting and communicating operational data to drive improvement
- Building partnerships with key stakeholders and road users
- Managing transactional activity such as correspondence and secretariat functions

Delivery

- Managing our service providers to deliver a safe and serviceable network
- Delivering effective solutions to meet our reliability, safety and environmental targets

Operations

- Through the Traffic Officer Service, improving outcomes in congestion, incident and crisis management
- Providing emergency management and event planning.



Major Projects

The Major Projects Directorate (MP) is responsible for delivering schemes over £5 million including the Government's Programme of Major Schemes and large maintenance projects.

During the life cycle of a project, Major Projects Directorate secures the authority to buy land and amend the highway, procuring the services of consultants and contractors to develop value for money proposals.

Throughout construction the Major Project teams measure the contractor's performance to ensure that they maintain quality and meet standards.

Once construction has been completed, Major Projects is responsible for ensuring financial closure of the project before handing it over to the Network Operations Directorate.



Network Services

Network Services Directorate (NetServ) is responsible for supporting the operational delivery of our road network as well as being the Agency's interface with the Department for Transport. The vision statement for NetServ is "Helping the Agency see the future whilst supporting it today".

Key priorities include supporting world-class operational delivery through technical advice, strategic procurement and support services. The Directorate also strives to lead and catalyse the development of the future direction of the Strategic Road Network and agree business planning and performance.



Information

The Information Directorate (ID) is responsible for developing and implementing the Agency-wide Information Strategy.

This includes analysing and delivering new or enhanced information services in an efficient and cost-effective way. These can vary widely from directly providing information on our roads, such as Variable Message Signs, to creating new information services such as Traffic Radio.

ID also provides a wide range of knowledge and information services to staff, including the Portal (our intranet), the Knowledge Centre and the graphics services.



Finance

The Finance Services Directorate (FS) is responsible for the business and financial control in the Agency, as well as making sure appropriate corporate governance, stewardship and risk management processes are in place. FS also monitor and ensure propriety and value for money in our work.

Human Resource Services

Human Resource Services Directorate (HRS) is responsible for developing strategies and policies to enable the Agency to secure and retain a motivated workforce with the necessary competencies to provide an efficient service to its customers.

HRS also manages our internal and external communications and our buildings and office services.



Terms and Conditions

(Some Terms and Conditions for our Traffic Officer services differ because of shift working and other working practices.)

Appointments for existing civil servants will be on level transfer or promotion. Appointments for Highways Agency staff will be made in line with current terms and conditions.

Successful applicants will be expected to take up the posts as advertised. Appointment to the pay band attached to the post does not signify or imply that the successful applicant will have any right, on initial appointment, to a different post at that grade.



Salaries

Starting salaries for new entrants are quoted in the job advertisement and successful candidates will be subject to a probationary period. Over a period of time and subject to satisfactory performance, salaries will increase in line with annual reviews.

Hours

You will normally be required to work 37 hours (36 hours in London) a week excluding lunch breaks. All offices operate a flexible working policy.

Age Limit

Our retirement age is 65. If you are applying for a Traffic Officer Service position, please be aware that the maximum age we accept applications for is 63 and a half. This is because of the length of time it will take to recruit and train you to become competent in this safety critical role. For all other posts, the maximum age we can accept applications for is 64 and a half.

Pension

A new pension scheme for new recruits to the Civil Service is based on:

- pension benefits earned each year based on pay in that year, and index linked
- pension age 65
- some flexibility to tailor pension benefits

New entrants will also have the option of joining a Partnership Pension Scheme.

You can find further information on the Civil Service Pensions website at www.civilservice-pensions.gov.uk

You can email your comments to pensionspr@cabinet-office.x.gsi.gov.uk

Conflicts of interests

As part of the recruitment process you are required to declare any relevant business interests, other current employments or services, share holdings, positions of authority, retainers, consultancy arrangements or other connections with commercial, public or voluntary bodies, both for yourself and for your spouse/partner/relatives. Please detail any conflicts of interest in a covering letter attached to your application form.



Nationality

These posts are open to EC nationals, other Commonwealth citizens, British Protected persons, and nationals of states in the European Economic Area including Switzerland and certain members of their families. Commonwealth citizens must be free from any restrictions to reside and take up employment in the UK. For more information go to: cabinet-office.gov.uk/civil-service/caje/faq2.htm

And

http://www.civilservice.gov.uk/careers/nationality_rules/frequently_asked_questions/index.asp





Annual Leave

You will be entitled to 30 days' paid leave. In addition, you will receive 8 days public and 2½ days privilege holidays (pro rata for part time employees).

No Smoking and Car Parking

The Highways Agency complies with smoke free legislation banning smoking in enclosed public places and workplaces. As a green organisation, we do not offer car parking facilities as part of the terms and conditions of employment.

After Interview

Honesty and integrity are of paramount importance for all of our positions. Appointment of successful candidates will be subject to satisfactory completion of enquiries into nationality, qualifications, health, security check and other matters before the Highways Agency can make you a formal offer of appointment.

The subsequent discovery that you have provided false or misleading information may lead to the withdrawal of the employment offer or, if established after employment has commenced, formal action which may result in your dismissal.

Where a successful candidate cannot be immediately posted into a job due to insufficient vacancies in their chosen location(s) the individual's name may be put on a waiting list for a period of time during which, candidates will be offered suitable vacant posts if and as they arise.

A Brief Summary of Benefits

The Highways Agency is an organisation that takes great pride in its work and the excellent service that its employees provide to customers. In return the Highways Agency offers a highly attractive reward package. As well as benefits such as the pension scheme, generous annual leave and annual salary reviews, our extensive benefits package includes:

- Development and Training Opportunities, through structured courses, project work, mentoring programme, opportunities to apply for promotion and on the job learning
- Maternity leave (full pay for 6 months)
- Adoption leave (pay dependent on age of child/length of service)
- Partner Support Leave (3 weeks on full pay)
- Special leave with/without pay
- Parental Leave
- Time off for dependants
- Extended Special Leave
- Career Breaks (up to 5 years)
- Interest free loans for season tickets/bicycle
- Christmas salary advance (grade dependent)
- New entrant mid monthly salary advance
- Salary sacrifice for childcare vouchers (potential saving of £1000 per annum)
- Subsidised holiday play scheme (60% employer contribution)
- Flexi-time in all offices which allows flexibility in the working day (this is not available to paybands 7 and 8)
- Right to request flexible working for all staff
- Term-time/ part time/ compressed hours/ job sharing
- Employee Assistance Programme offering free independent advice and support on a range of issues to employees, their family and friends.

Full details of these benefits will be set out in your terms and conditions if you are recommended and accept an appointment within the Highways Agency. Benefits, Terms and Conditions might be updated from time to time; any changes will be communicated through the appropriate channels and will take precedence.

Other Benefits (subscription based) –

- Civil Service Motoring Association (CSMA)
- The Civil Service Benevolent Fund (CSBF)
- The Benenden Healthcare Society
- Trade Union membership with the recognised unions being the First Division Civil Servants (FDA), PROSPECT and Public and Commercial Services Union (PCS)



General Information for all candidates

Your application will not be considered if it is received after the closing date. When returning the completed application form, please ensure that you use the correct postage so that your application is not delayed. You should send or email your completed application form, in plenty of time before the closing date.

Guaranteed Interview Scheme for Disabled Persons

The Highways Agency operates a Guaranteed Interview Scheme for disabled people (as defined by the Disability Discrimination Act 1995) who meet a minimum standard for these appointments.

In setting the minimum standard in any of the core competencies, the standard will not discriminate against a person with a disability unless the reason can be justified. In order to be successful at the short-listing stage, applicants must achieve at least the minimum required standard in all competencies / achievement record in the application form. For scoring purposes, the Highways Agency uses a 5-point scale. A score of 3 is used to show that the applicant has provided acceptable evidence (more positive indicators than negative) of the relevant competency.

In some exercises an aggregate score of 60% of the total possible marks may be the acceptable minimum standard.

If you wish to apply for consideration under this scheme, please complete the appropriate section on your application form. In addition, if you require any special arrangements at our selection centre, please give details to enable us to make the appropriate arrangements. Disabled applicants who meet a minimum standard will be invited to interview.

Equal Opportunities

The Highways Agency is an equal opportunities employer. We positively encourage applications from suitably skilled candidates from all sections of the community, and all backgrounds, as we value diversity and aspire to reflect this in our workforce.

Diversity Monitoring Forms

We want to find out if our equal opportunities policy is working and to take steps to ensure further progress is made in achieving a diverse workforce which reflects our diverse customer base. To do this we need to know some details about the people who apply to join us. We therefore ask you to complete the Diversity Monitoring form included in your application pack.

The information you give us is confidential and is not seen by anyone connected with the selection process. If you become an employee of the Highways Agency the information will be recorded for the purposes of diversity monitoring within the Agency.

Please enter your name on the form. This enables us to track your progress through the recruitment process. It also helps us ensure that there is no discrimination at any stage of the recruitment process. Please send this form with your application in the envelope provided.

Data Protection 1998

We all need to take care when dealing with information which identifies an individual (Data Subject). This may be just their name, address & contact details or other information which is more sensitive such as their date of birth, age or diversity information. We must not collect too much personal information and data we collect must be adequate, relevant and not excessive in relation to it's purpose.

The Data Protection Act asks that we take special precautions when holding and using personal data to ensure that it is only used for specific purposes, is kept accurate and up to date and not kept for too long. We must always hold personal data as securely as possible and only allow approved access to it. If we transfer data outside the HA, it has to be done in a secure way.



It is a criminal offence if you break any of the principles of the Data Protection Act. Once you are a Highways Agency employee, you can contact the Highways Agency Data Protection Officer for advice or if you feel uncomfortable about any aspects of holding or processing personal data. You will also be able to use the Data Protection Advice inbox in Outlook to seek information from the Highways Agency DPA Officer or read through the guidance on the intranet (Portal).

Complaints under the Civil Service Commissioners Recruitment Principles

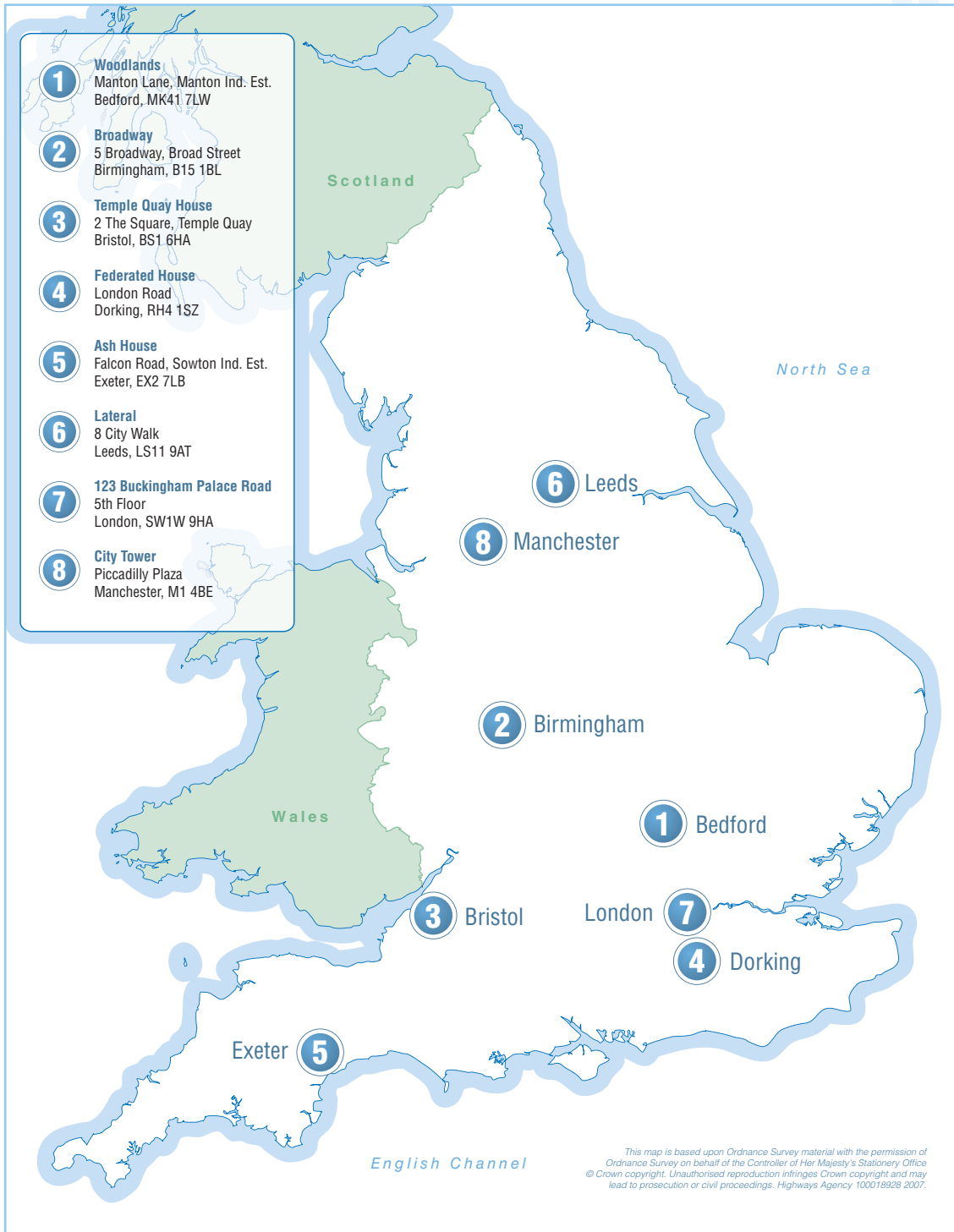
The Highways Agency's recruitment processes are underpinned by the principle of selection for appointment on merit on the basis of fair and open competition as outlined in the Civil Service Commissioners Principles which can be found at www.civilservicecommissioners.org. If you feel your application has not been treated in accordance with the Principles and you wish to make a complaint, you should contact Central Recruitment Team Manager, 2nd Floor, Lateral, 8 City Walk, Leeds, LS11 9AT in the first instance. If you are not satisfied with the response you receive from the Highways Agency, you can contact the Office of the Civil Service Commissioners.

Highways Agency Information Line: 08457 50 40 30

PLEASE REQUEST WRITTEN INFORMATION IN DIFFERENT FORMATS AND IN BRAILLE IF NECESSARY by contacting the named person in the advert.

Office Locations

We have a number of regional offices in England, which help us to form closer links with our local customers and stakeholders and play an active part in the local planning process.



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