

Where will a career with us take you?





The Highways Agency is part of the Department for Transport (DfT). We're responsible for overseeing and improving England's motorways and trunk roads to ensure safe and reliable long distance journeys.

The 4,818 miles/7,754 km of motorways and trunk roads we look after not only provide a vital service to businesses up and down the country, they also have a major impact on our lives and our communities.

We therefore have a duty to provide the best possible service for every road user. By managing traffic and creating more informed travellers, we can improve road safety, reduce congestion and make our roads easier to use.

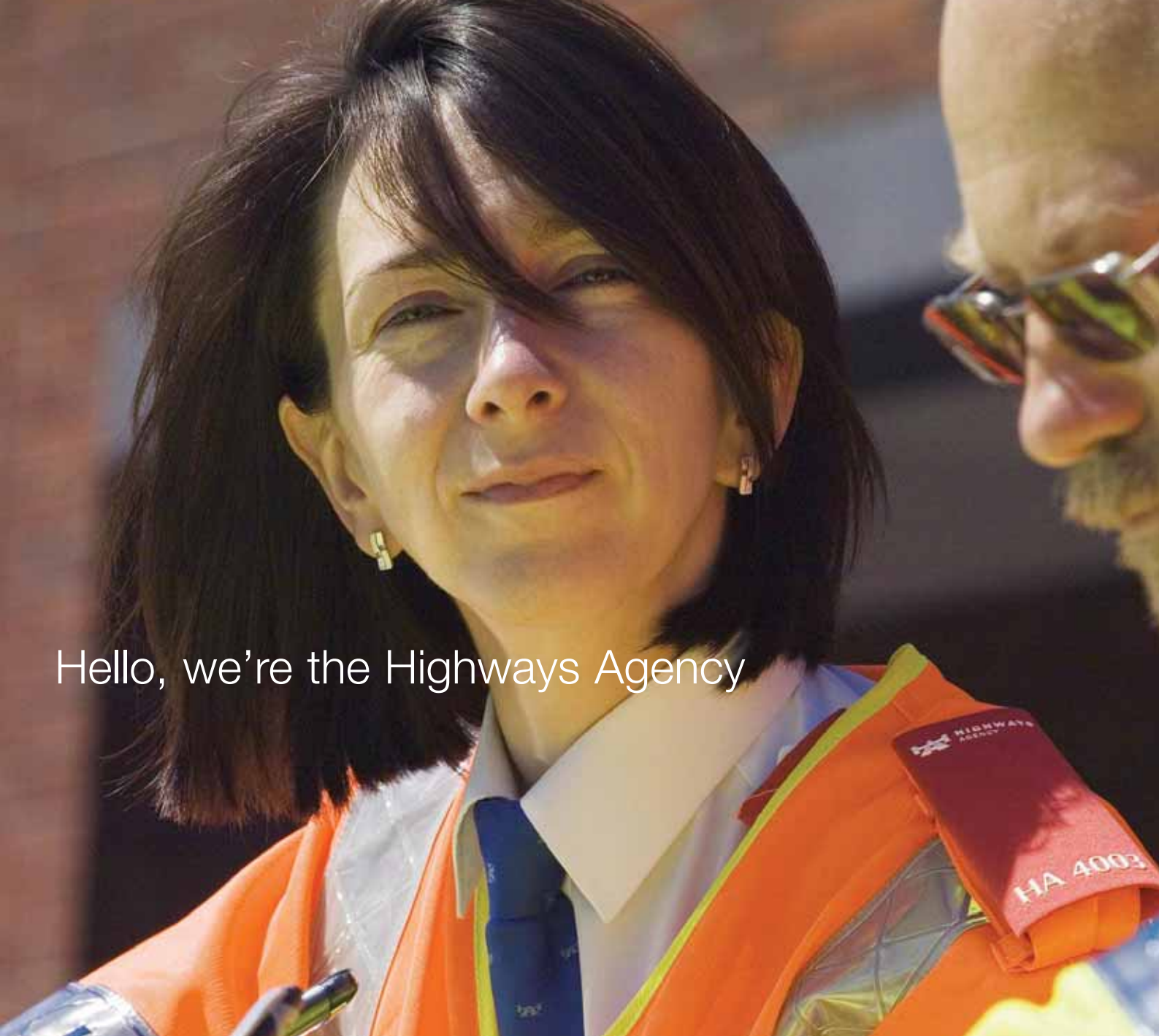
Helping us carry out our work are Regional Control Centre Operators and Traffic Officers. Regional Control Centre Operators monitor our motorway network using roadside technology and co-ordinate responses to all incidents.

Acting on advice and information from the RCCs, on road support is provided by Traffic Officers. Patrolling the motorway network in liveried vehicles they manage traffic, respond to incidents and help keep our roads safe and clear.

Our Traffic Officers patrol all of England's motorways and some trunk roads. The Highways Agency has developed specific processes and procedures for these traffic management roles. You will receive training in all of them before going out on the road or into a control centre.

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Hello, we're the Highways Agency

Welcome to our careers brochure. You'll find everything you need to know about applying for the roles of Traffic Officer and Regional Control Centre Operator here. Discover what we're all about and get to grips with what we do.

These posts have been designated as safety critical roles because you'll have responsibility for yourself, your colleagues and the travelling public. We need people who can demonstrate the competencies we are looking for, in addition to undergoing criminal record or security clearance checks. You'll also require a medical assessment to ensure you meet our physical and health standards for the job.

All of which means finding the best person for the job can take some time. At times we may need to recruit to waiting lists in order to cover future vacancies as they arise but

this will be detailed in the job advert. We understand that this may not suit all applicants, which is why we would like to let you know now.

If you think you can: contribute to safer roads; deal with difficult and sometimes traumatic situations; remain calm and focused on this vital traffic management role; and are prepared to wait for your perfect job, then we would like to hear from you.

Please read through each section carefully. You'll find important information about what working for us involves and about the things that could affect your application.

When you apply, you'll be asked to complete a number of different documents. Don't worry, we've provided help and guidance on each one. What's more, we've included details of the recruitment process so you'll always know what to expect next.

Last but not least, get to know us a bit better by reading about our people. You'll find their stories dotted throughout the following pages.

Thank you for your interest in the Highways Agency.

To ensure the way we recruit people is fair, objective and open, everyone who applies for the same role will go through the same screening and assessment process.

We'll ask you to complete an application form, an achievement record and a diversity questionnaire. The diversity questionnaire is not compulsory, but will allow us to monitor the recruitment and selection process and is one way of helping to ensure that there is no unfair discrimination in the way we recruit people. This information will not be used to assess you in any way.

If you complete and include an acknowledgment card when you return your completed application, we'll let you know we've received it within two working days. Depending on how you submit your application, we'll either confirm receipt by post or by email. We will then assess your application.

The screening stage consists of two parts:

Part one:

- Comparing your application form details against the eligibility criteria of the role.

Part two:

- We will assess your achievement record to see whether you have the competencies to successfully carry out the role.

You'll need to pass both part one and part two to be invited to attend an assessment centre. We will contact you at least a week before the event to ensure that you can make it.

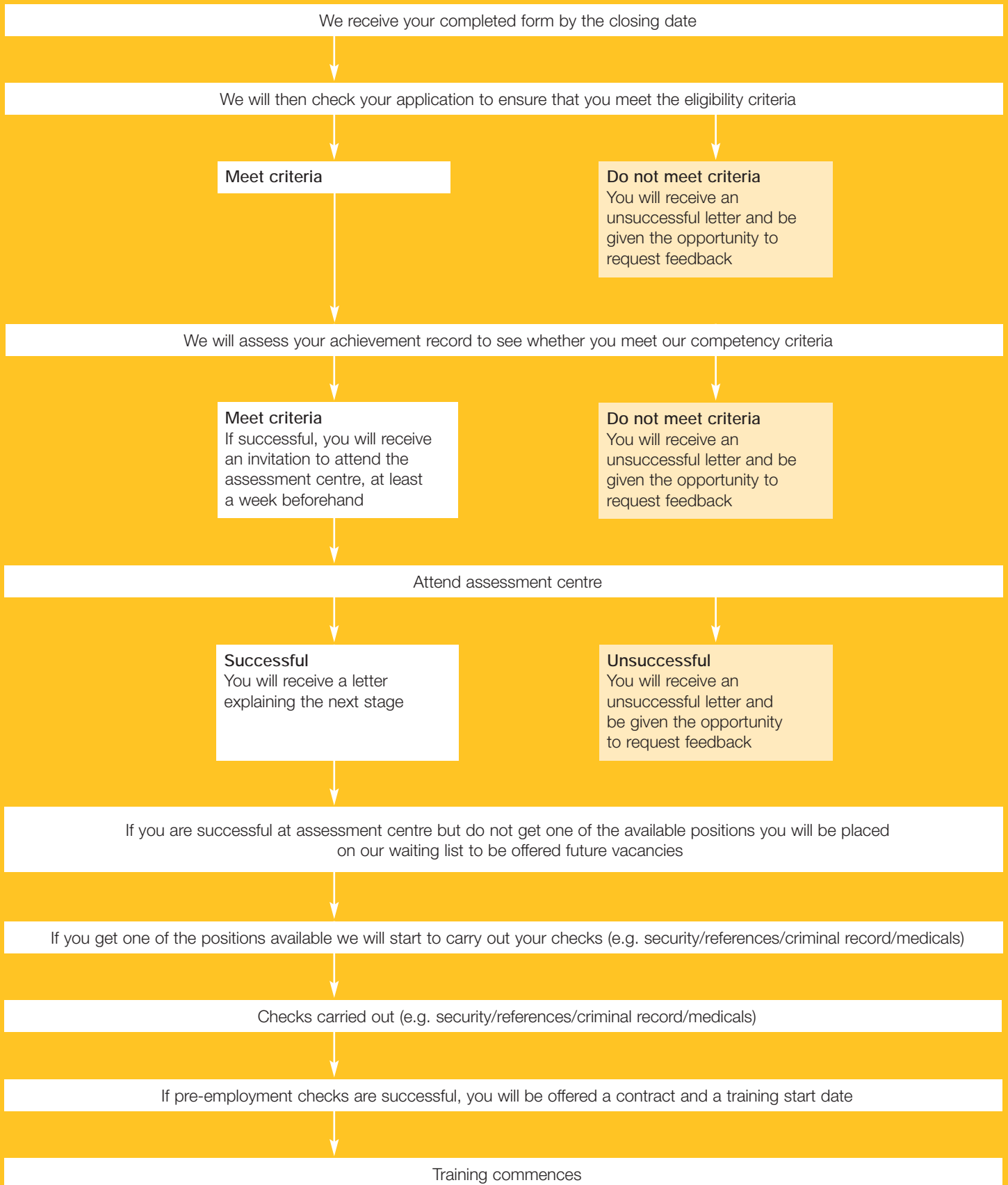
At the assessment centre, you'll be asked to take part in a number of exercises including a role-play and a competency-based interview.

Traffic Officer applicants will also be asked to take part in a group exercise. Regional Control Centre Operator candidates will also be asked to complete basic IT tests and two psychometric tests to show us whether you have the potential to effectively interpret signals and symbols displayed simultaneously on several computer screens, as required to carry out the role. We will give you the opportunity to practice the tests just before you take them. We'll let you know as soon as possible how you got on.

If you pass the assessment centre stage, you'll undergo a number of security, criminal record and medical checks. If your results are satisfactory, you will be offered a contract and training start date. If you're successful at assessment centre but do not get one of the available positions you will have the option to be placed on a waiting list for future vacancies as they arise.



Your guide to the recruitment process





On a night shift patrolling the M6, Traffic Officers John Buckley and Darryl Corbett were alerted to a man walking along the hard shoulder. When they approached him, it was clear he'd been drinking and was very upset. He lay down in front of an oncoming heavy goods vehicle. Acting quickly, John diverted traffic whilst Darryl coaxed the man onto the hard shoulder. The pair later picked up commendations from Staffordshire Constabulary.



"He was a split second from being hit. Thankfully, the RCC were monitoring the situation. They set up a temporary lane closure while we waited for police support."

Darryl Corbett & John Buckley
Traffic Officers



Traffic Officer

As a Traffic Officer, you'll be responsible for providing on-road support throughout the motorway network. This is a safety critical role because of the nature of responsibility.

Reporting to your Team Manager, your duties will include:

- Reducing incident-related congestion**
- Managing collisions
 - Organising for the removal of damaged, broken down and abandoned vehicles and stranded motorists
 - Clearing debris/animals from carriageway
 - Working with emergency services and other agencies.

- Improving road safety for all road users**
- Undertaking high visibility patrols
 - Providing mobile/temporary road closures
 - Dealing with pedestrians.

- Improving journey time reliability**
- Monitoring infrastructure and road works.

- Improving customer relations**
- Providing support at special events.

- Other duties could include**
- Attending legal proceedings to give evidence as a witness.



Team Manager John Henderson noticed that during the autumn a lot of swans were landing on the roads around the M3 because the Thames runs nearby. They were getting injured and causing traffic jams.

“Our procedure for rescuing animals on the network didn’t say much about dealing with swans so I spoke to the RSPCA. We came up with a guidance document for handling different kinds of animals. Up to 30 officers were trained to restrain the birds and safely tie them up before taking them to the sanctuary. We now catch the birds quickly and simply – without affecting the traffic.”

John Henderson Team Manager



Whilst full training and support will be given to all successful candidates, you'll also need:

- One year's experience in an operational customer focused role
- OR
- A minimum of five GCSEs (or equivalent) at grade C or above
- AND
- Experience of motorway driving
- To have held a full valid driving licence for two years with a maximum of three points on your licence (at the time of sending in your application).

If your driving licence was issued outside the UK, it must be full and valid in the UK and permit you to drive Highways Agency vehicles on the UK roads network. We will assess this and seek advice from the DVLA where necessary before reaching a final decision on suitability.

You'll also live within one hour's drive of your place of work and be skilled in the following competencies:

- **Communicates well with others**
Communicating and Marketing
- **Taking responsibility for, and pride in, the delivery of your own work**
Leadership
- **Providing the best quality service to our customers**
Customer service
- **Working with other teams, organisations and the public**
Partnership Working and Stakeholder Management
- **Ensuring safety of yourself, colleagues and the public**
Safety
- **Working under pressure to manage incidents (and conflict)**
Incident Management

Salary

All salaries are reviewed annually. The starting salary for this role will be in your covering letter. On top of the starting salary you will also receive a shift allowance.



A vehicle had broken down in a live lane on the M42. The driver phoned for help but the CCTV footage showed that he had returned to his vehicle. RCC Operator Mike Fletcher had to call the man three times before he left the vehicle to move somewhere safer.

“He initially just sat down beside his van on the central reservation barrier. I had to call him again to insist he move between the barriers for protection. Seconds later his vehicle was struck by another, crashing into the central reservation where he’d been sitting. He was very lucky.”

Mike Fletcher RCC Operator



A young man was making his way along the hard shoulder of the M62 in the early hours of Sunday morning. He began weaving into the lane, causing drivers to swerve around him. He clearly had no idea of the potential danger he was posing to himself or to passing motorists.

“After spotting the man on our CCTV, I immediately dispatched a patrol vehicle to the scene and also informed the West Yorkshire Police. Whilst Traffic Officers set out signs on the motorway to alert drivers, I worked out which orange roadside phone the man would pass next and rang it. Thankfully he answered and I was able to keep him talking until the police reached him.”

David Nash RCC Operator



Regional Control Centre Operator

As a Regional Control Centre Operator, you’ll be responsible for helping to improve journey reliability and reduce incident-related congestion. This is a safety critical role due to the nature of responsibility.

Reporting to your Team Manager, your duties will include:

Analysing information from various sources including

- Traffic Officers
- Traffic management systems
- Police
- CCTV
- Historic and predicted traffic patterns.

Carry out safety procedures

- Set roadside signs
- Deploy roadside resources including Traffic Officers and Incident Support Units as well as liaising with police
- Request the attendance of other emergency services
- Provide information to road users and others.



Midway through a night shift, a coach broke down on the M1 with smoke billowing out of its engine. As it was carrying 50 passengers, it was essential that the situation be resolved as soon as possible to avoid any potential incidents.

"I dispatched a crew to the scene to direct the passengers onto the hard shoulder and away from the vehicle. I then made various calls to organise a replacement coach. While we were waiting, a different coach arrived to ask if they could assist with the passengers. After agreeing to this, I coordinated the placing of signs and signals to enable the transfer to go ahead, and allow the passengers to finally be on their way again."

Amanda Kennedy RCC Operator



Operate and monitor systems including

- CCTV
- Electronic road signs
- Emergency roadside telephones
- Police/HA radio systems.

Operate and provide information for Highways Agency and Police systems

- Maintain an accurate and timely record of information, decisions and actions
- Accurately record information for police enforcement and intelligence purposes
- Collect information for management monitoring, and provide feedback as necessary.

Whilst full training and support will be given to all successful candidates, you'll also need:

- Basic computer skills
- AND
- One year's experience in an operational work environment
- OR
- A minimum of five GCSEs (or equivalent) at grade C or above.

You'll also be skilled in the following areas:

- **Communicates well with others**
Communicating and Marketing
- **Taking responsibility for, and pride in, the delivery of your own work**
Leadership
- **Providing the best quality service to our customers**
Customer service

- **Working with other teams, organisations and the public**
Partnership Working and Stakeholder Management
- **Ensuring safety of yourself, colleagues and the public**
Safety
- **Working under pressure to manage incidents (and conflict)**
Incident Management
- **Analyses and uses information effectively**
Analysis and Use Of Evidence

Salary

All salaries are reviewed annually. The starting salary for this role will be in your covering letter. On top of the starting salary you will also receive a shift allowance.



Sample of 24/7 shift pattern

Early	0600 to 1425
Late	1400 to 2225
Night	2200 to 0625

Hours include paid and unpaid meal breaks



Sample of double-day shift pattern

Early	0600 to 1425
Late	1400 to 2225

Hours include paid and unpaid meal breaks



Shift patterns

In order to provide full around-the-clock services, the Traffic Officer Service operates on a shift-working basis.

The Traffic Officer Service operates 24/7, 365 days per year which naturally includes Bank Holidays and weekends. However, if you work on a Bank Holiday as part of your roster pattern, you will be entitled to that day back in lieu as part of your public holiday allowance. Your annual leave will be 222 hours per year plus 10¹/₂ days public and privilege holidays (divided as 8 public and 2¹/₂ privilege).

Shift patterns vary on a regional basis, dependent upon business needs. Paid and unpaid meal breaks are worked in accordance with local shift patterns and taken at such a time authorised by your line manager.

Examples of two typical shift patterns are as follows:

24/7 pattern

A 24/7 shift pattern comprises early, late and night turns of duty on a rotating basis. This pattern attracts a 20% shift allowance.

Double-day pattern

A double day or 16/7 shift-working pattern comprises early and late turns of duty. This pattern attracts a 12.5% shift allowance.

We compile each roster in accordance with the National Roster Parameters that have been agreed with the Trade Unions and are subject to local requirements. The Agency reserves the right to make changes to the published roster with 28 days' notice, however, the Agency reserves the right to give a shorter period of notice.

Some regions may be able to offer a static part-time working pattern, which may not involve shift-working. Instead each day will be the same turn of duty dependent on local business need.



Training information

After you start working with us, you'll have the opportunity to undertake the Certificate in Traffic Management, a Level 3 vocational qualification that is accredited by City & Guilds.

Whilst our training programmes are generally residential, there may be a degree of flexibility depending on individual circumstances e.g. for part-time employees.

Once you've successfully completed your initial training and you return back to your region you'll continue to receive support in the form of mentoring and on-the-job training.

Traffic Officers

To ensure you start your role fully prepared, you'll take part in a five-week residential training programme based at our learning centre in Quinton, Birmingham. Our team of qualified trainers, all of whom are experienced Traffic Officers, will provide you with in-depth knowledge on managing the network so you will be safe and confident as a Traffic Officer.

To provide you with an in-depth understanding of the Traffic Officer Service, you will cover a series of modules including highway patrol, familiarisation, first aid, health and safety, people skills and learning the network. At the learning centre we have a mock control room and a mock motorway so you can learn on the job in a controlled environment.

Regional Control Centre Operators

As a Regional Control Centre Operator, you'll undertake a four-week residential foundation course based at our learning centre in Quinton, Birmingham. The course includes modules on induction, familiarisation, health and safety and Regional Control Centre technology. The technology module takes place over 11 days in a mock control room at the learning centre. It will introduce you to all of the systems in the control room and allow you to reach a confident level of understanding and expertise in a fully simulated environment.

Application information

Terms and conditions

If you are successful in your application, you'll be expected to take up the post as advertised. If you're an existing civil servant, your appointment will be on level transfer terms.

Salaries

Your starting salary will be as quoted in the covering letter. Over a period of time and subject to satisfactory performance, your salary will increase in line with annual reviews.

Uniforms

Whilst on duty, you will be required to wear a uniform, we will provide and fund this.

Nationality

We welcome applications from all 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. If you're a Commonwealth citizen, you must be free from any restrictions to reside and take up employment in the UK. For more details please visit: www.civilservice.gov.uk

Age limit

Our normal 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 63½. This is because of the length of time it will take to recruit and train you to become competent in

this safety critical role. Once within the service you may apply to extend your career beyond our normal retirement age. All requests to extend your contract will be dependent upon business requirements and an annual medical assessment.

Pension

We offer a choice of two pensions to give you the opportunity to choose the one that suits you best. Firstly, Nuvos is an occupational pension scheme that currently has a 3.5% member contribution rate. As your employer we meet the rest of the cost of the scheme. Alternatively, our Partnership Pension Account is a stakeholder pension into which we make a contribution. How much we pay is based on your age. We pay this regardless of whether you choose to contribute anything. You do not have to contribute but, if you do, we will also match your contributions up to 3% of your pensionable earnings. These contributions are in addition to the age-related contribution. If you're an existing civil servant, current pensions provisions will apply. Visit www.civilservice-pensions.gov.uk for further information on Civil Service Pensions.

Safety critical roles

To ensure both your safety and that of the public, we have a strict set of terms and conditions that will be applicable to you should you be offered a position with us. They will include meeting medical and fitness checks and security standards on an ongoing basis.

Conflict of interest

As part of the recruitment process you are required to declare any relevant business interests, other current employment 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. If you hold a role within the Special Constabulary then you must declare that fact in the Career History section of your application form, providing contact details of the Police Force and Commanding Officer.

Due to a conflict of interest, roles within the Special Constabulary are deemed incompatible with the role of Traffic Officer.

Whilst we don't want to exclude you from applying for a Traffic Officer position, you would need to resign your Special Constabulary position prior to accepting an employment offer with us.

If you need clarification on this matter, please give us a call on 0113 283 6262.



No smoking

There is a no smoking policy in all our buildings. Furthermore, smoking is not permitted whilst on duty on the network or whilst in or outside the Traffic Officer vehicle.

A brief summary of benefits

We take great pride in our work and the excellent service that our people provide to our customers. In return we look to offer our people an overall reward package that is very competitive. You'll receive full written details of these benefits when you join us.

- Attractive annual leave allowance
- Excellent pension package
- Development and training opportunities through structured courses, project work, opportunities to apply for promotion and on-the-job learning
- Interest-free loans for season tickets and bicycle purchases
- Balance between work and home life
- Part-time working, job-sharing or career breaks
- Maternity Leave/Pay, Paternity Leave, Parental Leave, Adoption Leave, Special Leave, time off for dependants and financial support for holiday playschemes
- Health – welfare, eyesight tests (for those using display screen equipment)
- Pay and salary advances for Christmas and holidays
- Access to a confidential 24 hour counselling and specialist information service.

Subscription benefits

- Civil Service Motoring Association (CSMA)
- The Civil Service Benevolent Fund (CSBF)
- The Benenden Healthcare Society
- Trade Union membership with PROSPECT or Public and Commercial Services Union (PCS).

Medical checks

Medical checks are carried out to ensure your health and safety in our safety critical roles, and to ensure that you are able to carry out your role in a safe and effective manner.

For detailed information on the medical checks that will be applicable to you, please see p.19.

Pre-employment security screening

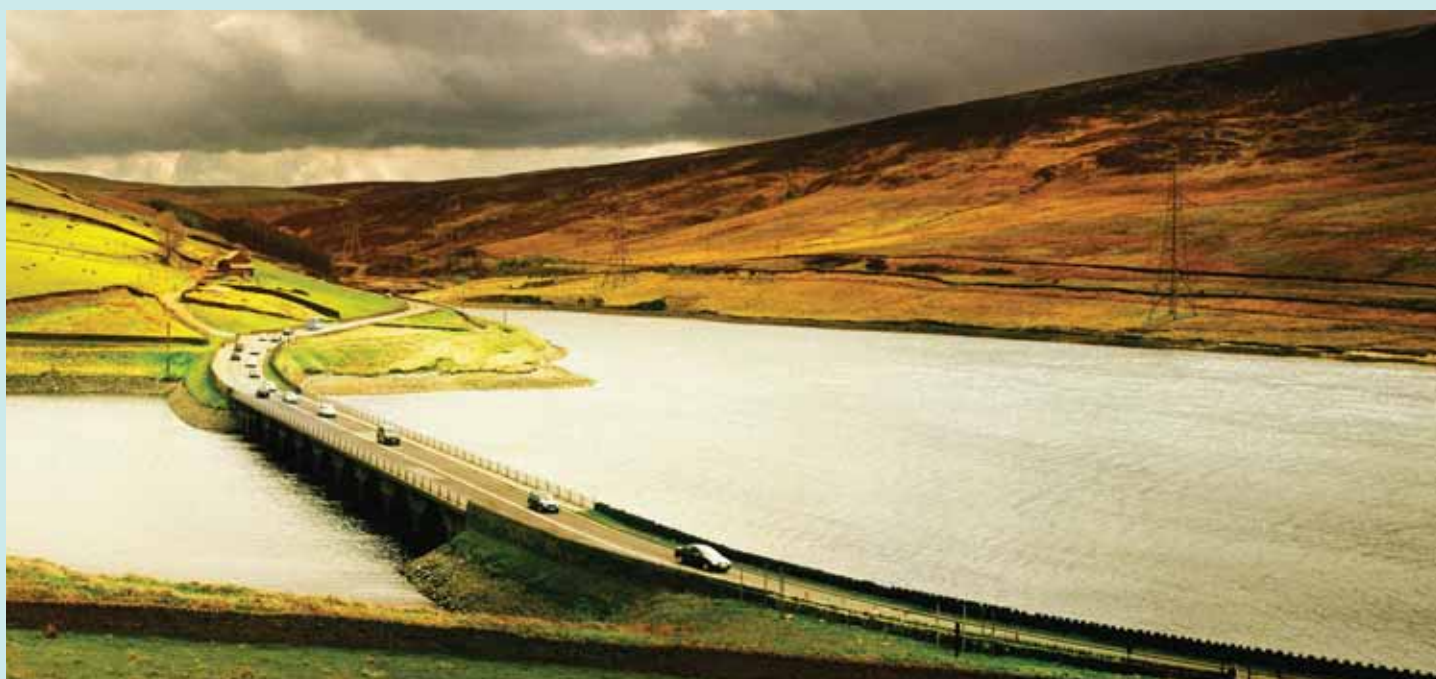
As part of the Traffic Management team, you'll be directly involved with the public in a whole range of different situations. You could be dealing with breakdowns and accidents, taking calls from distressed and vulnerable people or managing programmed highway events including the passage of abnormal or hazardous loads. Empowered to direct, stop and regulate traffic and implement traffic management measures, you'll also provide assistance to the police. Honesty and integrity are therefore of paramount importance for all of our positions. You'll be subject to a thorough reference checking process and security screening including a criminal

record certificate check (as well as vetting in relation to spent convictions). The Agency has agreed a specific exemption for our staff under the Rehabilitation of Offenders Act 1974.

Before we can make you a formal offer of employment, you'll have to satisfactorily complete enquiries about your qualifications, health, nationality and other matters.

If you cannot be immediately posted into a job due to insufficient vacancies in your chosen location(s), then you'll be put on a waiting list for up to 1 year until a suitable post arises.

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.



Guidance notes

The following notes are designed to give you help and advice on how to apply and the application process in general.

The application form and achievement record

Please complete and return your application form, achievement record and diversity monitoring questionnaire by the closing date referred to in the advert. Any applications we receive after the closing date won't be considered. Please ensure that any additional sheets include your full name and details of the post you are applying for (reference number, job title and location).

Please sign the declaration on the last page of the application form.

The achievement record

This is the competency based part of your application. The achievement record plays a key part in our recruitment and selection process. We use the information you give us to decide whether or not to shortlist you for further assessment. Therefore, please ensure that you give specific examples that demonstrate how you meet the eligibility criteria/competencies for the post that you are applying for.

A competency-based application is based on the premise that past behaviour is the best predictor of future behaviour.

We are therefore interested to find out about your past behaviour in certain situations. This behaviour must relate to the actual competencies we have outlined for you in the achievement record form. These competencies have been identified as most important to the job you are applying for. An accurate completion of the achievement record form will allow us to assess your ability against these core competencies. This approach may be different to the style you are used to. It is therefore critical that you focus on your actual past behaviour in the examples that you provide.

Please refer to the achievement record guidance on p.14 for further information.

Guaranteed interview scheme for disabled persons as defined under the Disability Discrimination Act 1995

We operate a Guaranteed Interview Scheme for disabled people (as defined by the Disability Discrimination Act 1995) who meet our eligibility and competency criteria. In order to be successful at the short-listing stage, applicants must achieve the minimum required standard in all competencies/achievements in their application submission. This is the level which must be achieved to be considered suitable to carry out the duties for the post(s) being advertised. If you wish to be considered for this scheme, please complete the appropriate section on your application form. In addition, if you require any special arrangements at our assessment centre, please give details to enable us to make the appropriate arrangements. Please also let us know if you would like the application form to be sent to you in a different format, in large print or in Braille.



Equal opportunities

The Highways Agency is an equal opportunities employer. We value diversity and we positively encourage applications from all sections of the community.

As an Equal Opportunities employer, all applications to the Highways Agency are encouraged regardless of age, gender, race, colour, nationality, ethnic or national origins, disability, sexual orientation, marital status or working patterns. The Highways Agency will consider varied working patterns including job sharing.

Diversity questionnaire

We want to find out if our equal opportunities policy is working and to take steps to ensure further progress is made in achieving equal opportunities. 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 questionnaire 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

In accordance with the provisions of the Data Protection Act 1998, we will use any information you give us for the purposes of recruitment and selection. If you become one of our employees, the information will be used for the purpose of personnel administration and operational management, including pay and pensions, as set out in the Highways Agency Staff Handbook. We will only disclose it to parties who are under contract to process data in these areas.



Guide to the achievement record

The following section provides you with guidance notes for the completion of your achievement record.

Please note that it is essential that you complete the achievement record. Enclosing a CV is not sufficient for your application to be accepted.

Why it's important

Your achievement record is designed to enable us to see whether you have the necessary competencies to successfully carry out the role you've applied for. When you're filling it out, you'll be asked to give examples of past behaviour that displays the competencies we're looking for.

Traffic Officer

The competencies that you'll need to complete for the achievement record for this role are:

- **Communicates well with others**
Communicating and Marketing
- **Taking responsibility for, and pride in, the delivery of your own work**
Leadership
- **Providing the best quality service to our customers**
Customer service
- **Working with other teams, organisations and the public**
Partnership Working and Stakeholder Management
- **Ensuring safety of yourself, colleagues and the public**
Safety
- **Working under pressure to manage incidents (and conflict)**
Incident Management

You'll be asked to provide examples of past behaviour for each of these competencies. Below we've provided a good example and a bad example of how you'd show you're good at working with people:

Competency question: Providing the best quality service to our customers (Customer Service)

Please provide evidence of dealing with a very difficult or unreasonable customer
In your answer, please provide evidence of your ability to:

- Actively engage with and listen to the customer in order to fully understand their needs and issues
- Provide accurate information and communicate with clarity
- Learn from the experience and so help improve overall service standards

Excellent example

Situation

As a printer service engineer, I am responsible for responding to customer printer breakdowns.
(Approximately 15 words)

Task

Our office received an angry call at 9.30am from one of our customers, a marketing company. They needed to produce menus for the launch of a new restaurant that evening. (Approximately 30 words)

Action

First I phoned up the customer. After he had "let off steam" I calmly questioned him about the specific problem. It emerged that the menus he had to print off were in black and white. From his description of the problem I knew that it was only colour printing that was causing the malfunction. I explained this to him and suggested I fix his printer to print off the urgent menus and that we would return the following day to fix the colour printing issue with a spare part. I carried this out as promised. I also realised that we had a number of other customers with the same type of printer. I suggested that all our

service engineers should carry the replacement part as a standard part of their service kits. (Approximately 135 words)

Result

The customer was pleased to have his problem solved and our engineers were better equipped for the future.
(Approximately 20 words)

Poor example

I always give excellent service to my customers, even if they are rude to me, which sometimes happens. I work in a garage and sometimes the customers don't believe we've fixed their cars properly. When customers get angry I just tell them that I don't have to listen to their shouting and abuse, and I try to tell them what we've done. I have had some customers who are really rude. I'm always polite and I just tell them not to speak to me like that. Sometimes I get nice customers who I particularly want to help, especially if it seems like they don't understand their cars, and I will take more time to explain what we have done to mend their cars.

This is an example of a poor answer because the applicant does not give a example of when he/she worked well with people. The answer is a generalisation and provides no justified evidence to support it. It does not provide the reader with the situation, action and result.



STAR

When you're telling us about things that you've done, it's vital that you tell us how you achieved them rather than using a hypothetical situation. By breaking answers down into *Situation, Task, Action and Result* (STAR), you can be sure that you've given us all the information we need.

For each competency question, check that you have covered the following:

- Situation** this should be approximately 10% of your answer.
- Task** this should be approximately 10% of your answer.

Action this should be approximately 70% of your answer.

Result this should be approximately 10% of your answer.

To see STAR in action, please read on to find out what makes a good answer, and what makes a bad answer.

Regional Control Centre Operator

The competencies that you'll need for the achievement record for this role are:

- **Communicates well with others**
Communicating and Marketing
- **Taking responsibility for, and pride in, the delivery of your own work**
Leadership
- **Providing the best quality service to our customers**
Customer service
- **Working with other teams, organisations and the public**
Partnership Working and Stakeholder Management
- **Ensuring safety of yourself, colleagues and the public**
Safety
- **Working under pressure to manage incidents (and conflict)**
Incident Management
- **Analyses and uses information effectively**
Analysis and Use Of Evidence

You'll be asked to provide examples of past behaviour for each of these competencies. Below we've provided a good example and a bad example of how you'd show you're good at communicating and influencing:

Competency question:

Communicates well with others (Communicating and Marketing)

Please provide evidence of when you have had to explain complex information in a clear and concise way.

In your answer, please provide evidence of your ability to:

- Communicate sensitively according to the situation
- Use writing and/or technology as appropriate to get your message across
- Ensure information was understood

Excellent example

Situation

I work as a care assistant and one day I arrived at the home of an elderly lady, to find that she had taken a fall.
(Approximately 25 words)

Task

I had to take care of the lady, and call an ambulance to attend to her.
(Approximately 15 words)

Action

The lady was distressed and I reassured her calmly that I would help. She seemed confused, so I spoke slowly and with careful questioning understood that she had hit her head, as well as cutting her arm. I explained that I would call an ambulance, and that she would need to be taken to hospital for treatment. I asked if she understood, and she said yes, although she was scared. I called for an ambulance and quickly and concisely explained the location, what had happened, the lady's details and symptoms. When they arrived, I explained that the lady was allergic to certain medicines, as I knew this from checking the special 'medicalert' bracelet

that she was wearing. I then called my supervisor to inform her. The ambulance took the lady to hospital for treatment. Later, I had to write a detailed report of the incident. (Approximately 140 words)

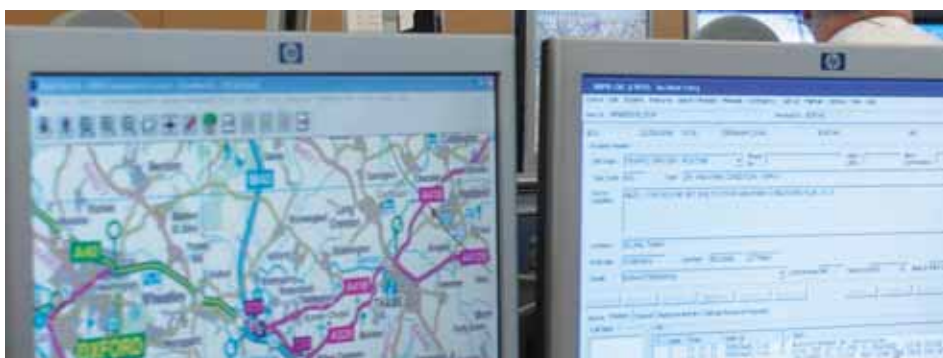
Result

The ambulance crew arrived with a good understanding of the situation and were able to help the lady who recovered quickly. (Approximately 20 words).

Poor example

I was on duty during a major incident somewhere in London and had to man the radio with another colleague. We had to communicate with the police and victims of the crime in a calm, clear and effective way. We had lots of distressed callers who were very emotional. They needed help quickly. The police needed to be told what the situation was as this was a fast-paced, stressful incident. I was very professional (as I always am) and courteous and helped the police resolve the incident. I can always be relied upon to stay calm in a crisis and support my colleagues through stressful situations.

This is an example of a bad competency answer because although the applicant does provide a specific example, the response is far too brief and as a result STAR is barely touched upon.



Guidance on employment of applicants with criminal convictions

To maintain the respect of the travelling public and uphold the reputation of the Highways Agency, our Traffic Management team should be law-abiding and have a high standard of personal behaviour and social conduct. For these reasons, we have to be careful about recruiting people with cautions or convictions.

We've set out guidance relating to the following positions below:

Traffic Officer

For applications for Traffic Officer positions, we will seek a standard disclosure through the Criminal Records Bureau (CRB) which includes spent and unspent convictions, cautions, reprimands and final warnings.

Regional Control Centre Operator

For applications for Regional Control Centre Operator positions, we will ask you about unspent convictions and any current criminal charges. However, you will still be subject to security vetting for national security reasons. Checks for this purpose will take into account the full criminal record, including spent convictions, cautions, reprimands and final warnings. Each case will be dealt with on its merits.

Spent convictions

Spent convictions are those which, following the Rehabilitation of Offenders Act (ROA) 1974, you are no longer required to declare on job applications, unless the post is one which is exempt from the provisions of the ROA.

The length of time before which a conviction becomes spent varies according to the sentence received. If you are not sure whether a conviction is spent, NACRO publish a free advice leaflet 'A simple guide to the Rehabilitation of Offenders Act' which is available from their website www.nacro.org.uk or by telephone on 0800 0181 259.



Criminal offences that will affect your application

Although you may still be eligible to join the Highways Agency Traffic Operations Directorate if you have minor convictions/cautions, there are certain offences and conditions that will make you ineligible.

If you fall into any of the categories listed below, you are strongly advised not to hand in your notice with your current employer before you have received written confirmation from the Highways Agency that you have successfully passed your pre-employment checks.

Applications will not be accepted from those who have been convicted or cautioned for a serious arrestable offence including:

- Treason
- Murder
- Manslaughter
- Rape
- Kidnapping
- Incest/intercourse with a girl under 13
- Buggery with a boy under 16 or a person who has not consented
- Gross indecency
- Hostage taking, hi-jacking or torture
- Involvement in espionage, terrorism, sabotage or any actions to overthrow/undermine parliamentary democracy by political, industrial or violent means or association (past or present) with any organisation advocating such activities
- Death by reckless driving
- Firearms offences.

Applicants are likely to be rejected if they have been involved in any of the following:

- Offences involving serious violence or injury (including Grievous Bodily Harm (GBH) and Actual Bodily Harm (ABH))
- Offences involving unsolicited violence towards others
- Unlawful possession of weapons, firearms or going equipped to steal
- Acts of indecency
- Abuse or neglect of children
- Public Order offences – involvement in riot, violent disorder, affray, causing intentional harassment, alarm or distress
- Racially motivated or homophobic offences
- Interference with the Administration of Justice or the investigation of offences
- Burglary
- Offences which involve elements or acts of dishonesty, corruption, substantial financial gain or serious loss to anyone including theft, fraud and deception
- Serious involvement in drugs including possession of a Class A drug or more than one Class B drug and/or supplying drugs of any kind
- Reckless or Dangerous Driving; or one offence of drink driving, drunk in charge, or drugs driving, within the last ten years
- More than one offence of drink driving or drunk in charge or drugs driving
- Other serious motoring offences such as convictions within the last five years, driving without insurance, failing to stop after an accident or driving whilst disqualified
- More than three endorseable traffic convictions (including fixed penalties) and/or two or more convictions for regulatory offences within the last five years such as failure to renew vehicle excise licence.

In general, applications will also be rejected if an applicant has:

- Committed any offence (as an adult or juvenile) which resulted in a prison sentence, including custodial, suspended or deferred sentence and sentences served at a young offenders' institution or community home
- Received a formal caution (including reprimands and final warnings) for a recordable offence within the last five years
- Been convicted as a juvenile within the last five years for any recordable offence
- Committed any other recordable offence within the last five years other than those listed above.

(A recordable offence is any offence held on the Police National Computer. This includes offences punishable by imprisonment and others specified in the National Police Records (Recordable Offences) Regulations 2000).

An applicant's age at the time of an offence and the aggravating circumstances surrounding the offence will all have a bearing in the following cases:

- Drunk and Disorderly – no more than one offence and only after two years have elapsed following a caution or three years have elapsed following a bindover/conviction
- Minor drugs offences or substance abuse – no more than one offence and only after two years have elapsed following a caution or three from conviction
- Common Assault – no more than one offence as a juvenile or young adult and only after two years have elapsed from end of bindover/conviction.

Policy on the employment of ex-offenders

This policy covers applications for Traffic Officers but does not apply for Regional Control Centre Operators.

As an organisation using the Criminal Records Bureau (CRB) Disclosure service to assess applicants' suitability for positions of trust, the Highways Agency complies fully with the CRB Code of Practice and undertakes to treat all applicants for positions fairly. We undertake not to discriminate unfairly against any subject of a Disclosure on the basis of conviction or other information revealed.

We are an equal opportunities employer and are committed to helping all staff, regardless of gender, ethnicity, disability, age, religion, sexual orientation, marital status, care responsibilities or working patterns, to make the most of opportunities for selection, promotion and development. We believe that all our staff and customers should be treated fairly and with respect.

We have a written policy on the recruitment of ex-offenders, which is made available to all applicants at the outset of the recruitment process. We actively promote equality of opportunity for all with the right mix of talent, skills, and potential and welcome applications from a wide range of candidates. We select all candidates for interview based on their skills, qualifications, and experience. Having a criminal record will not necessarily bar you from working with us. This will depend on the nature of the position and the circumstances and background of your offence(s).

A Disclosure is only requested after a thorough risk assessment has indicated that one is both proportionate and relevant to the position concerned. For those positions where a Disclosure is required, all application forms, job adverts and recruitment briefs will contain a statement that a Disclosure will be requested in the event of the individual being offered the position.

Where a Disclosure is to form part of the recruitment process, we encourage all applicants called for interview to provide details of their criminal record at an early stage in the application process. We request that this information is sent under separate and confidential cover to a designated person within the Highways Agency and we guarantee that this information is only seen by those who need to see it as part of the recruitment process.

We ensure that all those in the Highways Agency who are involved in the recruitment process have suitable guidance to identify and assess the relevance and circumstances of offences. We also ensure that they have received appropriate guidance in the relevant legislation relating to the employment of ex-offenders, e.g. the Rehabilitation of Offenders Act 1974.

A member of the Appointments Team may contact you to ensure that an open and measured discussion takes place on the subject of any offences or other matter that might be relevant to the position. Failure to reveal information that is directly relevant to the position sought could lead to withdrawal of an offer of employment.

We make every subject of a CRB Disclosure aware of the existence of the CRB Code of Practice and make a copy available on request.

We undertake to discuss any matter revealed in a Disclosure with the person seeking the position before withdrawing a conditional offer of employment.



Medical checks

Medical checks are carried out to ensure your health and safety in our safety critical roles, and to ensure that you are able to carry out your role in a safe and effective manner. This section describes the medical assessment process.

Our Medical Advisor will assess you on an individual basis. If you are disabled (within the meaning of the Disability Discrimination Act 1995), we will make such variations as are reasonable in the circumstances so as not to place you at a substantial disadvantage to persons who are not disabled. However, if, in the opinion of our Medical Advisor, your medical condition means you are unsuitable for a safety critical role, and we decide that reasonable adjustments cannot be made, you will not be eligible for appointment to safety critical roles.

Please note that we cannot confirm your appointment before medical checks have been completed. This means you may not be able to start employment with us on the provisional date given in your conditional job offer. You should not give notice to your current employer until you have been declared fit by our Medical Advisor.

Traffic Officers

On-road roles could involve attending accidents as well as dealing with traffic management duties. In addition, you may have to deal with chemical spills, the management of live or dead animals, or the aftermath of terrorist activities on the motorway network.

This environment presents a wide range of hazards which means situations can develop in an unpredictable dynamic manner. You'll be working in the vicinity of fast moving vehicles, interacting with the general public and working alongside the emergency services. This environment therefore requires a high degree of alertness to the potential dangers that are present. The ability to see, hear and communicate clearly is vital. Being able to carry out physical tasks as described in the standard procedures manual (for example, deployment of traffic cones will mean carrying a weight of up to 20kg while walking backwards) will be essential for your own and others' safety.

Regional Control Centre Operators

Control centre staff face different hazards and risks in their working environment and therefore will have different medical standards applied.

You'll need the ability to concentrate for long periods whilst working in this safety critical environment. Being able to see, hear and speak clearly using radio or telephone and other means of communication is imperative. Medical conditions or impairments that affect your ability to undertake these essential tasks may put others at risk.



Medical checks process

All applicants

If you are to be offered a post, you'll be asked to complete a standard pre-employment health declaration form. This should be returned to the HA Medical Advisor provider in a sealed envelope. A copy of the form is available at www.highways.gov.uk/recruitment or you can request a copy by ringing 0113 283 4812. Once you have had the opportunity to look at it, please consider the following points:

- Is there any factor that causes me to take time off work?
- Is there any factor that may affect my ability to safely and effectively carry out the functions of the role I am applying for?
- Do I have an infection, injury or medical condition that is likely to recur or be aggravated by the type of work that I will be doing?
- If I am applying for an on-road post, are there any factors that may affect my ability to drive in a way that is safe for me and other road users?

If your answer to any of these questions is 'yes', there is likely to be a delay in completing your medical checks. There will also be a delay if you answer 'yes' to any of the questions (other than no. 17 and 18) on the pre-employment health declaration form.

Please advise the Traffic Appointments Team on 0113 283 4812 at the earliest opportunity if you feel this may be the case. The Traffic Appointments Team are independent of the recruitment assessment, and this will not prejudice your application.

Regional control centre operators

If you are offered a position as a Control Centre Operator your pre-employment health declaration form will be reviewed by an occupational health professional. They will decide whether you can be passed fit based on the information contained in the health declaration form alone, or whether you will need to be seen for further assessment (perhaps including reports from your GP or consultant).

Particular attention will be paid to any potential impairment of functional ability, any previous history of upper limb disorder, or conditions that may have been caused or made worse by ergonomic factors in an office environment.

Traffic Officers

If you are offered a position as a Traffic Officer, you will be required to attend a pre-employment health assessment with a nurse. It will include the following tests:

- Hearing
- Vision
- Height
- Weight
- Blood pressure
- Urine testing
- Assessment of full range of movement.

The outcome of this assessment may mean that you are required to attend a second assessment with a doctor and/or submit reports from your GP or consultant.

Eyesight and hearing standards

You will NOT be accepted for an on-road post, if:

- You are unable to meet the driving licence standard of being able to read a car licence plate at 20.5 metres (67 feet)
- The visual acuity in your better eye is less than 6/12 (fifth line down on an optician's chart).

Prescribed adjustments in the form of glasses or contact lenses are allowed providing the above standards are still met.

For both on-road and control centre posts, you will require further assessment if you have any degree of colour blindness or measured hearing loss greater (in the better ear) than 35dBA for lower frequencies, or 60dBA for higher frequencies.

Body Mass Index

For on-road posts, if you have a body mass index (BMI) under 19 or over 35, you will need further assessment, and completion of your checks will be delayed. You should not give notice to your current employer before your medical assessment has been completed.

Your BMI is your weight in kg divided by the square of your height in metres. So if your weight is 70kg and your height is 1.64m, then your BMI is $70/(1.64 \times 1.64) = 26$.





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