



Role Profile

Role title	H&E Customer Support Officer
Business Division	Highways and Environment
Grade	Target - COR7
Reports to (role title)	Team Leader Customer Support
Version	2.0
Job code	ZCC0055

Approving Manager	Steve Bayley
Approving Business Divisional Head	Andy James
Approving Director	Dominic Bostock
Date	9 October 2025

If you would like this information in another format please contact:

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Role purpose

To proactively deliver comprehensive guidance and technical information with regard to enquiries and service requests raised by internal and external customers, targeting Highways & Environment assets, in all formats and from all sources, ensuring that corporate standards are observed.

To maintain the Highways & Environment Services data management systems including access to sensitive data. To track and monitor progress on cases and provide suitable technical reports.

To initiate appropriate service responses and support the coordination of effective resolution to service requests within the H&E Teams, wider Cormac teams and Cornwall Council.

To provide informed, technical support to the Highway Network Team including Network Manager, Highway/Assistant Highway Managers, Highway Stewards, Highway Safety Inspectors to enable the effective management and protection of the Highway Asset base. In addition, providing admin support to the Environment Service.

To manage and support the continued effective working relationships of Cornwall Council representatives.

To positively contribute to achieving the highest standards of customer service excellence ensuring the delivery of quality and accurate technical and legal information and advice, with specific responsibilities for the day to day management of incoming enquiries and service requests raised by internal and external customers.

Dimensions

Annual financial accountability
None
Direct accountability for the following roles
None
Total number of employees that report to the role (directly and indirectly)
None
Other key statistics
<p>CORMAC, operating from three major work bases across the County serves the whole of Cornwall and into Devon, is a C£105M turnover company providing services ranging from Engineering and Technical Services to Fleet Management and Caretaking to Cornwall Council and businesses in Cornwall.</p> <p>The Highways and Environment division manages and maintains:</p>

7,180km of road network
 4300km of footpaths and bridleways
 200km multi use trails
 350km of coastal footpath
 6% of the County open to public access
 2700 bridges
 1200 retaining walls
 Services a maintenance Contract valued at £40m per annum
 External contracts valued at £20m per annum
 50+ managed sub-contractors and sub-consultants

Context

CORMAC is a wholly owned Cornwall Council company which started providing services in April 2012. Our priorities aligned with those of Cornwall Council are to contribute to sustainable economic growth, to create a better environment, to contribute to resilient and safe communities and to become a high performing company through continual improvement.

CORMAC provides highway and environmental design and maintenance services, construction of major highway schemes, surfacing and facilities management services including property maintenance, cleaning and caretaking services. CORMAC also provides fleet management and maintenance, quarried stone and aggregates and laboratory services. We deliver these services to Cornwall Council, other public bodies and a portfolio of private clients including major civil engineering contractors and consulting engineers.

CORMAC Highways & Environment division provide maintenance and management services to Cornwall Council. The teams inspect, manage and maintain the highway and public rights of way networks and the environmental assets such as parks, gardens, sites & trails, cemeteries and public open space areas.

Accountabilities

1. Act as a first point of contact and provide excellent customer care and a first class customer experience to all our external and internal customers, colleagues, elected members and stakeholders.
2. To manage relevant mailboxes and coordinate feedback to the public, elected members and/or other stakeholders in line with required standards and timescales, including formal complaints and casework enquiries.
3. To accurately manage incoming defect reports within KPI timescales, issue to H&E team or others for further investigation as necessary and maintain administrative updates. To undertake and support detailed research using a range of media. Run Reports and follow up on outstanding defects/poems with teams to ensure KPI compliance.
4. Triage and prioritise workloads against required standards and relevant legal requirements, initiating prompt, appropriate action based on technical understanding, and in accordance with procedures and instructions for Highway Service areas, aiming to resolve enquiries as far as possible to their conclusion as first point of contact.
5. To compile case information and reports relevant to legal and policy requirements from a range of differing sources, including land registry information,

historic and current mapping systems, previous case history and relevant historic data, etc. in order to support and resolve case investigations.

6. To both assist and lead on the preparation of technical correspondence and reports, to include composing legal letters to landowners requiring compliance with relevant legislation. Eg Overhanging vegetation letters, Section 154s.

7. To support and where appropriate lead on the coordination of information and evidence gathering in respect of insurance claims and requests under the Freedom of Information Act and EIR.

8. To receive both direct requests and those referred from other Cormac and Cornwall Council administration teams.

9. To maintain the Highway Service's data management systems, including access to sensitive data, and produce suitable technical reports.

10. To use the required suite of desktop applications including WDM, Comino, Mapping, Concerto, Land Registry, Dynamix, Verint, Arc Gis, One Network, HybridMail, Adobe and Microsoft Office.

11. To ensure Asset Management Systems are kept up to date and accurate, ie WDM.

12. Using, maintaining and updating electronic files, databases, spreadsheets and documentation.

13. To follow appropriate data protection protocols, including management of restricted and controlled data.

14. To undertake other duties appropriate to the grading of the post as required, such as other administrative functions.

15. To maintain excellent working relationships with internal teams, external user groups, parish and town councils, and other representative groups.

16. Processing of insurance claim documentation, including processing and collation of inspection records, reports and supporting information.

17. Provide technical support to other admin teams throughout the business.

Key objectives for the next 12 months

- To provide an excellent customer experience.
- To deliver timely, accurate and quality responses to all customers regarding network and environmental management enquiries.
- To manage own performance in order to deliver the required level of service.
- To develop an understanding of all areas of CORMAC business delivery and become competent in dealing with first line enquiries.
- To understand the key relationships, duties and procedures within the network management team.

Competencies and other requirements

We use the following criteria below to assess your suitability for the role; please refer to the recruitment and selection column to establish at which stage the criteria are assessed. Requirements assessed at the 'Application' stage represent the minimum essential requirement for shortlisting purposes

Behavioural Competencies	Recruitment and selection
<p>Making Safety First This is about ensuring safety is at the forefront of everything we do and embedded throughout the business, enabling CORMAC to be recognised as a proactive leader in risk management and contributing to our aspiration of Zero Harm for everyone involved with, or affected by our work activities</p> <ul style="list-style-type: none"> • Ensure familiarity with and use of company safe working procedures in every task • Commit to learning and make use of training opportunities • Consider new or safer ways of working and make suggestions known to managers • Adopt a position of Safety First on every work activity and encourage others to do the same 	<p>Interview</p>

Behavioural Competencies	Recruitment and selection
<p>Working Together towards a Successful Business This is about contributing to good working relationships and team effectiveness, so that the collective performance is greater than the sum of each individual's effort, whilst recognising the contribution each team makes to CORMAC's business objectives. This is seen by:</p> <ul style="list-style-type: none"> • Willingly participating, does their share of the work and keeps them self and others safe • Speaking positively about the contribution of others in the team • Listening to others' needs and offers to help – especially when resources or deadlines are tight • Sharing information with colleagues to achieve business objectives 	Interview
<p>Leading the Business and Managing Change This is about contributing to the business and inspiring others to learn and develop whilst accepting challenges, especially in times of change. This is seen by:</p> <ul style="list-style-type: none"> • Speaking positively about CORMAC's vision and values • Giving and receiving feedback in a timely, constructive and sensitive way • Working with individuals and team members effectively by setting a good example • Seeking to understand the need for change and undertakes positive action 	Interview
<p>Satisfying our Customers and Engaging with our Community This is about contributing to good customer (including client) relationships and working with and engaging our partners and communities to support local aspirations. This is seen by:</p> <ul style="list-style-type: none"> • Understanding and putting CORMAC's vision and objectives into action • Behaving with courtesy and helpfulness at all times • Keeping promises made to customers and colleagues • Making a positive contribution to the community 	Interview
<p>Sustaining and Innovation our Business This is about contributing to the ongoing success and development of CORMAC's business, by growing and innovating for long term sustainability. This is seen by:</p> <ul style="list-style-type: none"> • Understanding the contribution they make within the business • Managing costs and resources effectively, including time, resources and equipment • Showing an understanding of the knock-on effects of mistakes and poor communication • Generating ideas and solutions to improve their service 	Interview

Knowledge, skills and experience	Recruitment and selection
5 GCSEs at grade C or above including English.	Application form

Knowledge, skills and experience	Recruitment and selection
Minimum typing/word processing qualifications to RSA 2 or keyboard ability commensurate with this standard.	Application form
Demonstrable ability to effectively manage and prioritise workloads in a pressurised environment, despite interruptions and obstacles, being able to process a significant volume of work with speed and a high degree of accuracy	Application form Interview
Demonstrable understanding of the need to work in a flexible, efficient manner with a clear ability to communicate and interact with colleagues, customers and the public.	Application form Interview
Competent user of Microsoft office suite of programs, and effective in the use of databases and spreadsheets and the general use of ICT systems and processes.	Application form Interview
Ability to work with the minimum of supervision on own or as a team member.	Application form Interview
Proactive approach to change and strong commitment to continuous improvement	Application Form Interview
Good written and oral communication skills.	Application form Interview
The ability to work to deadlines and under pressure.	Interview

Other requirements	Recruitment and selection
This role has been identified by the organisation as safety critical	No
This post is subject to overtime (where approved/appropriate)	No
This post is subject to the Company's Flexitime Scheme	Yes
This post is subject to a criminal records disclosure check	No
This is a politically restricted post	No

Structure chart

