

Role Profile

Part A - Grade & Structure Information

Job Family Code	8RT	Role Title	PDP Assistant Traffic Engineer
Grade	PS8	Reports to (role title)	Senior Traffic Engineer
		Directorate	Highways Transport & Environment
JE Band	269-313	Service	Highways & Transport Service Local Highway Services Group
		Team	Area Highway Team (NW/NE/SW/SE)
		Date Role Profile created	July 2011 (revised February 2019)

Part B - Job Family Description

The below profile describes the general nature of work performed at this level as set out in the job family. It is not intended to be a detailed list of all duties and responsibilities which may be required. The role will be further defined by annual objectives, which will be developed with the role holder. The Council reserves the right to review and amend the job families on a regular basis.

Role Purpose including key outputs	<p>To assist in identifying, developing and implementing a wide range of innovative, complex and politically sensitive traffic management and highway improvement schemes to contribute to the delivery of the integrated transport objectives of the Surrey Transport Plan (LTP) for Surrey.</p> <p>To assist with the investigation of remedial measures through road safety working groups to identify and implement measures that will help to achieve the County Council targets for reductions in personal injuries.</p> <p>Contribute to excellent customer care and respond to a large number of enquiries from the public, elected representatives and other stakeholders about traffic management and road safety issues in accordance with the County Council Customer Care procedures.</p> <p>To advise the relevant Local Committee and Members through technical reports, Task Group meetings and informal discussion on solutions to Highway problems.</p>
Work Context	<p>The work involves a mix of office-based work together with site visits to parts of the highway where care must be taken due to live traffic. Knowledge of site safety procedures and temporary traffic management practices is essential. Work also involves attending many meetings at a variety of non county council venues.</p> <p>The wishes of the public for measures to address perceived problems far outweigh the resources available to provide solutions to every issue. The post holder must be able to advise on priorities within County Guidelines and explain reasons to audiences either in written form or face to face. Situations often arise where an issue has become emotive and the post holder must be able to maintain a calm professional demeanour where concerns often become adversarial. Many meetings with the public take place in the evenings outside normal working hours.</p> <p>The post holder works within a small team to project manage schemes. Detailed design of schemes is carried out by the Design Engineering Team and all construction is undertaken by the partner constructor. The post holder must maintain regular liaison with relevant colleagues to ensure that schemes are being progressed in accordance with design and budget.</p> <p>The post holder will have occasional contact internally with officers from legal, property, and other sections of the Environment and Infrastructure. External contacts include the Police and other emergency services, public transport operators, statutory undertakers, and road user groups – cycling, walking, freight transport etc, business communities, residents associations, and Parish Councils.</p> <p>The service operates in an environment with significant political engagement, and has daily contact with MPs, Cabinet members and backbench members. The service works very closely with Local Committees and with Select Committees. There is also high level engagement with Government Departments.</p>
Line management responsibility if applicable	Not applicable
Budget responsibility if applicable	Assist in monitoring budgets for traffic management and highway improvement schemes (annual budget varies, currently circa £100,000)

Representative Accountabilities Typical accountabilities in roles at this level in this job family	<p>Planning & Organising</p> <ul style="list-style-type: none"> • Undertake and coordinate projects, feasibility studies and reviews in a defined area of activity to support and enhance service delivery. • Provide a range of specialist services advising and assisting customers in area of expertise, to maximise service quality, efficiency and continuity. • Plan and prioritise own work activities for the months ahead, to ensure operational efficiency. • Respond effectively to changing demands, adjusting priorities as needed. <p>Policy and Compliance</p> <ul style="list-style-type: none"> • Ensure personal and where appropriate team compliance with established protocols, procedures and practices. • Audit and monitor compliance of 3 parties with council requirements. <p>People & partnerships</p> <ul style="list-style-type: none"> • May manage staff, or supervise the work of others, allocating and prioritising work and managing performance to secure efficient service delivery. • Resolve issues/queries independently, recommend alternative solutions if unable to assist, and ensure efficient, day-to-day customer service is delivered. <p>Resources</p> <ul style="list-style-type: none"> • May be required to maintain specialist equipment, systems and software (or maintain knowledge of these in some roles) • May manage or assist with budget/resource management in accordance with the council policies and procedures. <p>Analysis, Reporting & Documentation</p> <ul style="list-style-type: none"> • Collate, store, record and analyse relevant data producing high quality reports, controlling data quality and integrity and recommending actions as appropriate. <p>Duties for all</p> <p>Values: To uphold the values and behaviours of the organisation.</p> <p>Equality & Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity.</p> <p>Health, Safety & Welfare: To maintain high standards of Health, Safety and Welfare at work and take reasonable care for the health and safety of themselves and others.</p>
Education, Knowledge, Skills & Abilities, Experience and Personal Characteristics	<ul style="list-style-type: none"> • Educated to 'A' level, HND standard, or equivalent or able to evidence ability at an equivalent level. • May require a qualification relevant to the specific nature of the role. • Knowledge of relevant legislation, practices and policies applicable to specialist area. • For some roles a relevant degree may be required. • Excellent IT skills, including MS Office and database management systems. • Ability to undertake technical work relevant to the role. • Excellent written and oral communication skills with the ability to build sound relationships with customers. • Ability to apply specialist knowledge to respond to complex enquires from a range of stakeholders. • Previous experience processing, analysing and reporting data. • Previous practical experience in a relevant field. • Ability to manage a range of projects through to completion. • Effective interpersonal, influencing and negotiation skills. • Experience of leading a team (where appropriate).
Details of the specific qualifications and/or experience if required for the role in line with the above description	<p>HNC level Technical Qualification (or working towards) in Civil or Highway engineering or a Transportation related subject or equivalent level of experience.</p> <p>A good working knowledge of the range of relevant principles, practices, and procedures relating to traffic management and road safety.</p> <p>A good understanding of National and Local Transportation Policies and relevant legislation including Highways Act, Traffic Signs Regulations and General Directions, Road Traffic Act, Road Traffic Regulation Act and Health & Safety at Work Act</p> <p>Full valid driving licence</p>
Role Summary	<p>Roles at this level may manage a straightforward operational activity or small team or provide specialist support services or they are at a graduate level of a professional discipline. They have in-depth knowledge of methods, systems and procedures and possess practical understanding in one or more technical or specialist disciplines. A thorough knowledge of their own area or discipline is required although overall supervision from a more experienced professional is available. They work collaboratively with customers, staff, partner organisations, agencies and/or contractors and play a major role in maintaining quality standards and/or engaging in project management.</p>
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