

Role Profile

Part A - Grade & Structure Information

Job Family Code	10RT	Role Title	Senior Traffic Engineer
Grade	PS10	Reports to (role title)	Highway Engagement & Commissioning Manager
JE Band	371-438	Directorate	Environment, Transport & Infrastructure
		Service	Highways & Transport
		Team	HO Traffic & Commissioning
		Date Role Profile was created	May-18

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	Identify, develop, and implement a wide range of innovative, complex, and politically sensitive traffic management and highway improvement to contribute to the delivery of the integrated transport objectives of the Surrey Transport Plan (STP) for Surrey. Provide an excellent standard of customer care.
Work Context	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. 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. The postholder leads a small team to manage programmes of schemes and acts as project manager for elements of schemes undertaken by others. Detailed design is completed by a Design Team and construction by our term Contractor. The post holder does not have direct control over the contractor but is expected to monitor the progress and budget of the schemes for which he/she is responsible and to keep the Area Highway Manager updated through regular liaison with colleagues. The post holder works on his/her own initiative but with regular contact with the Area Highway Manager and colleagues. Scheme development is the responsibility of the post holder but overall budgetary responsibility for the annual programme lies with the relevant Area Highway Manager. The post holder will have regular contact internally with officers from legal, property, and other sections of Environment and Infrastructure. External contacts include Police, other emergency services, public transport operators, statutory undertakers, and road user groups – cycling, walking, freight transport etc, business communities, residents associations, and Parish Councils.
Line management responsibility if applicable	The postholder will be directly accountable for a team of approximately 2 staff
Budget responsibility if applicable	The postholder will be responsible for programmes of schemes ranging from £0.5 - 5M
Representative Accountabilities Typical accountabilities in roles at this level in this job family	Planning & Organising • Implement countywide strategies and support the development of long term planning. • Lead projects and reviews within a technical area of work to support and enhance service delivery. • Plan workloads and secure resources to enable the team/s to achieve a quality service. Policy & Compliance • Provide technical advice and recommendations within defined policy and procedures to ensure compliance with relevant legislation, policies and industry standards. • Maintain, develop and review systems, processes, procedures and working methods to maximise service delivery, quality, efficiency and compliance. People and partnerships • May manage a team operating in a specialist area or oversee the delivery of a range of support services to a service or function. • Liaise, communicate and build relationships with other internal departments, customers, partner organisations, agencies and/or contractors to support and represent the team/service. • Monitor and support the performance management and development of team members to ensure that individual contributions are maximised. Resources • Assist with budget/resource/ funding management in accordance with the council policies and procedures. • May have delegated responsibility for a budget(s). Analysis, Reporting & Documentation • Assess or conduct analysis, presenting results and putting forward recommendations on managing more complex situations to support decision making. • Analyse and make recommendations for improvement or development of existing systems, processes or policy. Duties for all Values: To uphold the values and behaviours of the organisation. Equality & Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity. 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.

Education, Knowledge, Skills & Abilities, Experience and Personal Characteristics	• Degree/ HNC or equivalent, or substantial relevant experience in a relevant subject. • May require a specialist technical qualification or membership of an appropriate professional institution. • Significant practical or professional experience and understanding of a specialist area or supporting service teams and/or providing support to the public. • Comprehensive understanding of subject matter, legislation, principles and practices relevant to the technical area. • May require previous management experience including staff supervision, development and organisational skills. • Proven ability to apply project management principles and techniques to manage a range of projects through to completion. • Proven ability to establish and maintain highly effective working relationships with a range of stakeholders. • Comprehensive knowledge of computerised business systems. • Proven written and oral communication with the ability to influence and work in collaboration with others. • Ability to understand, meet and exceed customer expectations. • Proven problem solving skills, and the ability to exercise high levels of initiative to devise and implement workable solutions.
Details of the specific qualifications and/or experience if required for the role in line with the above description	The post holder will be expected to demonstrate a detailed understand of how a highway authority operates and ideally be a qualified engineer with experience of both designing and delivering highway improvement works. They will be an aspiring team leader with excellent verbal and written communication skills, capable of representing the County Council at public forums. Excellent customer service will be at the heart of everything they do and they will be proficient in prioritising limited resources to meet service objectives.
Role Summary	Roles at this level typically lead and manage the work of a specialist team and/or they may hold a technically specialist professional role providing complex advice or managing specialist projects. They will use technical knowledge to audit or analyse situations and data to aid them in ensuring regulatory or technical compliance of others. They will work closely with a range of agencies and stakeholders to ensure delivery of agreed industry and service standards in a cost effective way. Forward planning could be for months ahead and the role will contribute to longer-term development.
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