

# Role Profile

## Part A - Grade & Structure Information

<b>Job Family Code</b>	10RT	<b>Role Title</b>	EV Infrastructure Delivery and Operations Supervisor
<b>Grade</b>	PS10	<b>Reports to (role title)</b>	TRO and EVCP Team Leader
<b>JE Band</b>	371-438	<b>Directorate / School</b>	Place
<b>Date Role Profile was created</b>	May-26	<b>Service / Department</b>	Highways, Transport and Network Management
<b>Agile</b>	Information	<b>DBS Requirement</b>	Not Required

## 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.

<b>Role Purpose</b> including key outputs	Lead in the practical delivery of on-street Electric Vehicle (EV) charging infrastructure across Surrey supervising a small team of support officers. This will include working with EV chargepoints operator(s) and /or contractor(s) to implement a wide range of innovative, complex, and politically sensitive EV charging solutions, advising on and processing Traffic Regulation Orders, keeping track of suggested locations for new EV chargepoints and cable gullies from a variety of sources, using various datasets to contribute to refining the chargepoint location strategy. Monitoring progress and keeping records of relevant considerations on 100s of sites as well as other processes relevant to the installation and operation of EV charging infrastructure. Lead the practical management of the Council's Cable Gully charging installation and management process. Generally contribute to the practical delivery of the Surrey Chargepoint Delivery Programme and the Surrey Local Transport Plan.
<b>Work Context</b>	The wishes of the public both for and against the installation of public EV charging is rapidly evolving with many more drivers frustrated with a lack of charging facilities, whilst many users of petrol or diesel vehicles fearing the loss of parking spaces. Liaising with and gaining the support of elected Councillors is also key to achieving the necessary installations. The post holder must be able to advise on priorities within policy 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. For on-street chargepoint installations the postholder will work directly with EV chargepoint operator(s) and/or contractor(s) to ensure installations are delivered to council specifications and jointly problem solve in order to maximise the successful delivery of installations. Detailed design and all construction will be carried out by the EV chargepoint operator(s) and/or contractor(s) but the post holder will need to be able to critically review the proposals and apply jointly agreed guidance. They will have contact internally with officers from the council's legal, streetworks, parking and property teams as well as county councillors and other sections of the Highways Service. External contacts include regional power companies, business communities, residents associations, and District and Parish Councils. The work includes helping to develop and refine the chargepoint network plan strategy, reporting on usage and performance of the EV charging infrastructure with a mix of home working, office-based work (in Merrow) together with site visits to parts of the highway where care must be taken due to live traffic. It will also be necessary to manage the emerging installation and management of the cable gully installations which have recently been adopted into the council's policies. Work also involves attending meetings with members of the public and councillors at a variety of venues some of which may be outside normal working hours and dealing with enquiries from a variety of sources.
<b>Line management responsibility</b> if applicable	Two project support officers
<b>Budget responsibility</b> if applicable	Delegated authority for budget monitoring and reporting

<p><b>Representative Accountabilities</b> Typical accountabilities in roles at this level in this job family</p>	<p>Planning &amp; Organising</p> <ul style="list-style-type: none"> <li>• Implement countywide strategies and support the development of long term planning.</li> <li>• Lead projects and reviews within a technical area of work to support and enhance service delivery.</li> <li>• Plan workloads and secure resources to enable the team/s to achieve a quality service.</li> </ul> <p>Policy &amp; Compliance</p> <ul style="list-style-type: none"> <li>• Provide technical advice and recommendations within defined policy and procedures to ensure compliance with relevant legislation, policies and industry standards.</li> <li>• Maintain, develop and review systems, processes, procedures and working methods to maximise service delivery, quality, efficiency and compliance.</li> </ul> <p>People and partnerships</p> <ul style="list-style-type: none"> <li>• May manage a team operating in a specialist area or oversee the delivery of a range of support services to a service or function.</li> <li>• Liaise, communicate and build relationships with other internal departments, customers, partner organisations, agencies and/or contractors to support and represent the team/service.</li> <li>• Monitor and support the performance management and development of team members to ensure that individual contributions are maximised.</li> </ul> <p>Resources</p> <ul style="list-style-type: none"> <li>• Assist with budget/resource/ funding management in accordance with the organisation's policies and procedures.</li> <li>• May have delegated responsibility for a budget(s).</li> </ul> <p>Analysis, Reporting &amp; Documentation</p> <ul style="list-style-type: none"> <li>• Assess or conduct analysis, presenting results and putting forward recommendations on managing more complex situations to support decision making.</li> <li>• Analyse and make recommendations for improvement or development of existing systems, processes or policy.</li> </ul> <p>Duties for all</p> <p>Values: To uphold the values and behaviours of the organisation.</p> <p>Equality &amp; Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity.</p> <p>Health, Safety &amp; Welfare: Responsible for ensuring health and safety policies, procedures and legislation are implemented, communicated and managed including making sure that health and safety responsibilities are fully understood and carried out by employees within their service area. .</p> <p>To have regard to and comply with safeguarding policy and procedure as appropriate.</p>
<p><b>Education, Knowledge, Skills &amp; Abilities, Experience and Personal Characteristics</b></p>	<ul style="list-style-type: none"> <li>• Degree/ HNC or equivalent, or substantial relevant experience in a relevant subject.</li> <li>• May require a specialist technical qualification or membership of an appropriate professional institution.</li> <li>• Significant practical or professional experience and understanding of a specialist area or supporting service teams and/or providing support to the public.</li> <li>• Comprehensive understanding of subject matter, legislation, principles and practices relevant to the technical area.</li> <li>• May require previous management experience including staff supervision, development and organisational skills.</li> <li>• Proven ability to apply project management principles and techniques to manage a range of projects through to completion.</li> <li>• Proven ability to establish and maintain highly effective working relationships with a range of stakeholders.</li> <li>• Comprehensive knowledge of computerised business systems.</li> <li>• Proven written and oral communication with the ability to influence and work in collaboration with others.</li> <li>• Ability to understand, meet and exceed customer expectations.</li> <li>• Proven problem solving skills, and the ability to exercise high levels of initiative to devise and implement workable solutions.</li> </ul>
<p><b>Details of the specific qualifications and/or experience if required for the role in line with the above description</b></p>	<p>Experience of delivering highway improvement and/or traffic management schemes, particularly parking management or EV charge point installations. Working knowledge of current legislation including the Road Traffic Regulation Act 1984, the Traffic Management Act 2004 and their corresponding procedural guides. Experience of contractor management and temporary traffic management practices is beneficial. Ability to keep records on multiple projects and provide reports as required in a clear and concise way</p>
<p><b>Role Summary</b></p>	<p>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.</p>
<p><b>Reference Number</b></p>	<p>BM-2026-225</p>