

Role Profile

Part A - Grade & Structure Information

Job Family Code	10RT	Role Title	Street Lighting Officer
Grade	PS10	Reports to (role title)	Routine Maintenance & Street Lighting Manager
		Directorate/School	Place
JE Band	371-438	Service / Department	Highways, Transport & Network Management
		Date Role Profile was created	Sep-25

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	The postholder will be responsible for the smooth operation of the street lighting service, including supporting the management of the Private Finance Initiative (PFI) contract. This includes ensuring that key payments are assessed against performance criteria and processed appropriately. Acting as a key liaison, the postholder will serve as a conduit between the Council's PFI contractor (M Group) and Surrey County Council, as well as other organisations involved in the installation or management of street lighting—such as developers, district and parish councils. They will also be responsible for ensuring that illuminated street furniture is safely managed and subject to appropriate inspections. While these inspections are delivered through M Group, they fall outside the scope of the PFI contract. As a street lighting professional, the postholder may occasionally be required to present to Members or external organisations on contract performance and operational standards. Given that street lighting affects all highway users, the postholder must demonstrate empathy, strong communication skills, and a commitment to delivering excellent customer service at all times.
Work Context	The Place Directorate is a large and complex part of the organisation, with responsibilities that include facilitating safe and reliable journeys, shaping places for our communities, achieving sustainability and climate change targets, and consistently putting the customer first while delivering excellent value for taxpayers. The Highways, Transport & Network Management service, within the Directorate, is responsible for the effective management, maintenance, and improvement of all highway and transport assets. The highway network is the most valuable asset managed by Surrey County Council, with a replacement value of approximately £7.5 billion, and is critical to the County's economic growth. It is regarded by Members and residents as one of the most important services provided by the Council. As such, the service carries significant financial, health and safety, and reputational risks. Operating within a politically engaged environment, the service maintains daily contact with MPs, Cabinet Members, and backbench Members, and works closely with Local and Joint Committees, as well as Select Committees. Reporting to the Routine Maintenance & Street Lighting Manager, the postholder will serve as the key operational Street Lighting Officer for the PFI contract, and will be expected to build and maintain strong working relationships with the Council's PFI contractor (M Group). The contract commenced in 2010, and since then all columns have been either replaced or deemed compliant. The lighting stock has been fully converted to LED and is currently in very good condition. However, greater challenges remain with the management of illuminated street furniture, where budgets must be carefully prioritised to ensure safety and deliver improvements where they will provide the greatest benefit. The current contract is scheduled to run until 2035.
Line management responsibility if applicable	No direct line management
Budget responsibility if applicable	Influence on a budget of approx £20m

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 organisation's 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: 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. . To have regard to and comply with safeguarding policy and procedure as appropriate.
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	Degree, HNC, or equivalent qualification, or substantial experience in Street Lighting and Highway Engineering. Evidence of ongoing personal and professional development. Good understanding of partnering contracts and contract management principles. Knowledge of street lighting, ideally gained within a local highway authority context. Ability to remain calm and assertive while making difficult decisions under pressure. Excellent verbal and written communication skills.
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.
Reference Number	BM-2026-027