

Role Profile

Part A - Grade & Structure Information

Job Family Code	7RT	Role Title	PDP Delivery & Implementation Technician
Grade	PS7	Reports to (role title)	Delivery & Implementation Engineer
		Directorate	Place
JE Band	228-268	Service	Major Infrastructure Delivery
		Team	Design Office
		Date Role Profile created	Oct-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	<p>To provide technical, financial and project administration support to each of the Principal Delivery and Implementation Engineer teams who are responsible for the design, contract & delivery management, and the construction of highway improvement schemes and major projects.</p> <p>The post holder will help to ensure schemes and projects are delivered to contract, time, budget, and best practice standards by providing business, programme & spend reporting, change control, document control, and data analysis.</p> <p>The postholder will be working towards a technical qualification and professional status at an Eng.Tech or equivalent level.</p>
Work Context	<p>The role is based at Mellow, Guildford, although there will be occasions where the postholder will be required to visit locations and offices in and around the County. The activities and teams of Engineers involved in the planning, design and delivery of schemes and projects are broad and varied.</p> <p>There are many elements and partners through whom budgets are allocated, tracked and activities delivered. This means that budget, financial, programme & data monitoring and reporting is complex and challenging, with stakeholder management and communication critical to the success of the role.</p>
Line management responsibility if applicable	None
Budget responsibility if applicable	None - (although the postholder will be involved in the management of financial data relating to schemes and projects in order to assist budget holders in monitoring and reporting spend).

<p>Representative Accountabilities Typical accountabilities in roles at this level in this job family</p>	<p>Planning & Organising</p> <ul style="list-style-type: none"> • Plan and prioritise own work activities for the weeks 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"> • Assist with work in a relevant technical or regulatory area in order that statutory and policy compliance is maintained. <p>People & partnerships</p> <ul style="list-style-type: none"> • Respond to and resolve enquiries and problems, judging when to pass on complex queries or involve others, to provide an effective service and clear advice to colleagues and customers. • Guide and/or supervise junior staff in their duties to facilitate their development and ensure service quality standards are maintained. • Communicate and liaise with service users and/or external contacts, representing the team/service as required. <p>Resources</p> <ul style="list-style-type: none"> • May assist in the management of a small budget or recovery of income. <p>Analysis, Reporting & Documentation</p> <ul style="list-style-type: none"> • Collate data, prepare reports/statistics to meet statutory/management information requirements. • Recommend improvements and support implementation to systems, processes and procedures, ensuring best practice is shared across the team. • Support, coordinate and undertake research into a variety of projects in the defined area of activity to support achievement of team's objectives. <p>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.</p>
<p>Education, Knowledge, Skills & Abilities, Experience and Personal Characteristics</p>	<ul style="list-style-type: none"> • Educated to A level, HNC or equivalent, or able to evidence ability at an equivalent level, and/or relevant vocational qualification (level 3/4 QCF). • Knowledge of relevant technical area including, where appropriate, relevant practical skills. • For some roles a relevant degree may be required. • Good IT skills, including MS Office and database management systems. • Good written and oral communication skills with the ability to build sound relationships with customers and explain technical issues to non technical people. • Ability to prepare and present reports in a logical and digestible format. • High level administrative, analytical and organisational skills. • Able to prioritise and plan own workload in the context of conflicting priorities and work on own initiative. • A methodical approach to information gathering, recording and reporting. • Typically previous work experience in a relevant environment.

<p>Details of the specific qualifications and/or experience if required for the role in line with the above description</p>	<ul style="list-style-type: none"> • English, Maths, Science in GCSE grade 4 or above. • Willingness to undertake training to achieve an appropriate technical engineering qualification (NNQ level 3 or equivalent). • Excellent written, oral, and numerical skills; with proven effective customer service and communication skills. • Excellent IT skills, including being proficient in Excel with proven ability to devise appropriate spreadsheets to enable efficient monitoring, management and reporting of data; and using Powerpoint in the preparation of a variety of presentations. • Proven experience in understanding stakeholder management and developing strong relationships to maximise the benefits of working as 'one team'.
<p>Role Summary</p>	<p>Roles at this level typically provide specialist support services. Many will possess technical rather than professional expertise in the main disciplines. There will be minimal day-to-day supervision, but clear guidance will be available. The roles will plan for the weeks ahead and prioritise to accommodate non standard work. They often require understanding of complex procedures and support systems, and the ability to allocate workload and react to changing priorities. Although most work will follow established patterns, initiative is needed to handle processes and resolve problems and queries based on experience and judgement, mainly without reference to others. These roles may work alone instead of as part of a team, or the system or process used may require more specialist knowledge or experience. Graduate trainees start at this level.</p>