

Role Profile

Part A - Grade & Structure Information

Job Family Code	7RT	Role Title	Sustainable Drainage Assistant
Grade	PS7	Reports to (role title)	Sustainable Drainage and Consenting Team
		Directorate/School	Environment and Planning
JE Band	228-268	Service / Department	Place
		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	To provide technical, financial and administration support to the Sustainable Drainage and Consenting Team to enable Surrey County Council to fulfil its role as a Lead Local Flood Authority and as statutory consultee to the planning process. To supervise communal email inbox, including sorting and distributing messages. To manage data on workflow spreadsheet including allocating cases and consent applications. To provide GIS support and data management.
Work Context	The Sustainable Drainage and Consenting Team's duties form part of the Council's responsibilities as Lead Local Flood Authority. The team is focussed on delivering advice in relation to proposed development, in relation to both pre-application enquiries and planning applications, and dealing with ordinary watercourse consents. The Sustainable Drainage and Consenting Team is responsible for mitigating, as far as practicable, negative surface water flood risk impacts arising from new developments. This is achieved through responses to consultations on new developments, imposing planning conditions, providing pre-planning application advice, and helping shape sustainable drainage planning policy. Under the Flood and Water Management Act 2010, Surrey County Council (as LLFA) is the consenting authority for proposed structures and obstructions within a watercourse, which require consent under Section 23 of the Land Drainage Act 1991. These structures and obstructions may include dams, weirs, culverts (pipes) or any other structure which affects the flow of water within the channel. The Sustainable Drainage and Consenting Team is responsible for administrating and reviewing these applications.
Line management responsibility if applicable	None
Budget responsibility if applicable	None

<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</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: 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.</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.

Details of the specific qualifications and/or experience if required for the role in line with the above description	A knowledge of Local Government procedures and policies. Experience of managing and manipulation of data in a work environment. Experience of working in a busy office environment providing support to staff and/or the public.
Role Summary	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.
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