

## ROYAL BOROUGH OF KINGSTON UPON THAMES - PLACE

### ROLE PROFILE

**Division:** Highways & Transport

**Grade:** E – H

**Job Title:** Engineer (Career Grade, Generic)

**Post Number:** TBC

### RELATIONSHIPS

**1 RESPONSIBLE TO:**  
Senior Professional Engineer &  
Team Leader

**2 SUPERVISORY RESPONSIBILITY FOR:**  
Mentoring and directing junior staff

**3 IMPORTANT INTERNAL RELATIONSHIPS**

- Fellow professionals, team leaders and managers within the service area
- Key managers and staff across related service areas and directorates.
- Relevant performance & administrative support staff (HR, ICT, Finance, etc.)
- Elected Members relevant to the service
- Contact Centre

**4 IMPORTANT EXTERNAL RELATIONSHIPS**

- All relevant partner organisations for whom and with whom the Council does business.
- Customers and their representative groups.
- Elected Members.

### MAIN PURPOSE OF JOB

The Royal Borough of Kingston's vision in 2020 is that by working in strategic partnership as 'One Kingston' with our communities, the Royal Borough will continue to be one of the very best places to live and work. 'Destination Kingston' outlines the Council's contribution towards the shared priorities that will deliver this vision.

The London Borough of Sutton's vision is to build a community in which all can take part and all can take 'PRIDE'. This is in support of its commitment to become London's most sustainable Suburb in 2025.

This role is about providing operational delivery of specialist highways and transport related services for Kingston and Sutton Council's via the Shared Services Agreement in one of the teams within Shared Highways & Transport Service, listed below:

- **Strategy & Commissioning Team:**  
This team sets the highways & transport policies and strategies to deliver a service that assesses the highways and transport needs of our customers as part of the Local Implementation Plan (LIP) process, and for securing funding and specifying services via associated commissions that achieves integrated and best value outcomes for the customers of both Kingston and Sutton Councils. This team provides highways and transport advice on development consultations, including strategic and major transport projects and contributes towards s106, 38 and 278

legal agreements and reviews of Transport Assessments Sustainable Drainage Systems (SUDS) proposals. The Sustainable Transport Team that delivers Road Safety, Sustainable Travel and Air Quality Improvement education, training and publicity programmes, as well as managing the School Crossing Patrol service is located within this team.

- **Design & Delivery Team:**

Delivers design and surveying services of highways and transport related infrastructure improvement programmes and projects (e.g. highway improvements, traffic management schemes, highway structures projects etc. through the various design stages including concept design and detail design), that are commissioned by the Strategy and Commissioning Team, and other internal and external clients. This team also provides topographical survey service and captures and analyses traffic monitoring survey data.

- **Highway Contracts & Delivery Team**

Delivers the planned maintenance of the Councils highway assets, and contract management and administration of relevant delivery contracts available to the Service. The delivery of the Council's highways asset management strategy is also managed by this team. This team also manages the maintenance of street lighting, highway structures and water courses.

- **Highway Operations Team**

Delivers the operational aspects of highways and network management services, including reactive and routine maintenance and inspection of the Councils highway assets. The operational aspects of street works, road works coordination, permitting, winter maintenance, all aspects of Traffic Management Orders (including temporary and permanent, experimental etc), are also managed by this Team.

Prepared by: Mehmet Mazhar

Signature Date:.....

Agreed by:..... Signature Date:.....

## **MAIN RESPONSIBILITIES/DUTIES OF JOB**

(NB: This is a Career Grade generic Engineer JD within Highways & Transport)

### **Customer**

- Positively engages with, listens to and communicates effectively with all our customers and stakeholders
- Works with colleagues to deal effectively and tactfully with customer complaints and reports about issues concerning the public highway environment ensuring that all matters are investigated and dealt with in an appropriate manner

### **Communications**

- Works to raise the profile of Highways & Transport and the services it provides
- Communicates clearly and appropriately with customers and colleagues.
- Listens to and seeks to understand the position and views of others

### **Technical & Operational**

- Assesses the feasibility of projects and carries out the design, procurement, implementation and supervision of highway maintenance, drainage works, traffic management schemes and other associated works, within allocated budgets
- Investigates complaints regarding highways and transport issues and develops scheme proposals to resolve them
- Undertakes preliminary site surveys, taking various dimensions, logging street furniture, road markings and signs etc., to allow feasibility, consultation and 'as built' drawings to be prepared
- Undertakes accident analysis, identifies road safety issues and develops accident remedial measures to resolve them
- Prepares concept and detailed scheme designs and drawings, using computer aided methods where appropriate, estimates costs, obtains competitive quotations in line with the Councils Standing Orders, procurement and financial regulations and supervises works on site (both planned and responsive)
- Liaises with the emergency services, statutory undertakers, TfL, public transport operators, officers of this and other local authorities, members of the public and elected Members, for development of proposed schemes and works
- Writes reports and deals with correspondence relating to schemes
- Prepares preliminary and detailed estimates for works to be undertaken
- Undertakes measurement of works, checks contractors applications for payment and keeps appropriate records
- Informs residents, businesses and elected Members of forthcoming works that may affect them, and maintains close liaison throughout the duration of the works in order to minimise delay, local disruption and disturbance
- Provides and drafts technical input into legal agreements for highway and development works and ensures compliance with planning agreements during the applicable period
- Provide supporting information to enable the preparation and provision of programme and project updates, cost estimates, and expenditure profiles monitored against targets
- Raises Task Request and Task Orders, measures and certifies works undertaken to initiate payment to comply with corporate and contractual targets
- Assists in identifying future budget requirements, using asset management principles to support the relevant budget/funding bid submission process
- Assists in monitoring allocated budgets, contribute the end of financial year process, e.g. reporting liabilities, and reporting any anticipated variances.
- Complies with the statutory provisions of the Health and Safety at Work Act 1974,

CDM Regulations and any other associated legislation or Council Policies and procedures

- Provides advice and assists the Streets Inspectors on programmed and responsive highway works
- Ensures operational co-ordination of street works and road works in accordance with TMA Permitting and NRSWA requirements, including ensuring that notifications, registration and temporary traffic management requirements are properly provided when works are planned and undertaken
- Assists in the preparation of the annual programme of works
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- Ensures that all relevant asset inventories/records are comprehensive and updated for service planning and budgetary provision

#### **Streetworks & Roadworks Coordination (specifically)**

- Support the Street Works Co-ordination function in operating the London Permit Scheme (LoPS), as amended, for Kingston and Sutton Councils.
- Manages Permit applications ensuring that the only deemed permits that have occurred have been as the result of technical issues and to ensure that the aims of the Traffic Management Act are adhered to
- Manages permit fee reconciliation on a monthly basis and deals with financial queries when they arise from utilities
- Takes the necessary action to resolve disputes between the Public Utilities and the Public
- Manages the issuing and tracking of Fixed Penalty Notices (FPNs) when breaches of conditions included in the LoPS are identified by the Streets Inspectors
- Monitors expenditure, income, fees and charges in relation to NRSWA and LoPS
- Keeps abreast of current NRSWA legislation and Codes of Practice (CoP) and initiates any necessary changes in working practices
- Ensures all Public Utilities' and Highway Authority's Notices and Registrations are logged into the computer system, checking that Notices conform to the templates in the CoP for Co-ordination of Street Works, and that the notice periods are correct for the location and type of works
- Monitors charge production work specifically related to Defect and Sample Inspection fee charges
- Develops procedures within the Team to evolve more efficient ways of working and aid improvement within the performance of the team
- Undertakes investigative work to defend charges where they are challenged including Permit Charges and Defect Charges, demonstrating a knowledge and application of key CoP(s) and legislation
- Co-ordinates the collation of evidence in the event of prosecution against undertakers for a breach of NRSWA or TMA offences in accordance with the legal team and the Senior Professional Engineer assigned the operational Network Management function
- Manages Crystal reports that will provide improved performance management information showing efficiency and effectiveness of the LoPs
- Liaises with Utilities and other organisations about works activities on the public highway network
- Liaise with Corporate IT to ensure that the IT systems continue to operate effectively and where problems have arisen to help identify and resolve them quickly
- Undertakes site visits and inspections with Undertakers when required
- Deals with verbal and written enquiries, service requests and correspondence from Councillors, members of the public and other agencies on relevant TMA and NRSWA related matters
- Represent Kingston and Sutton Councils at various meetings and forums involving street works, such as HAUC meetings

- Maintains close working relationships with TfL and other LoPS authorities
- Organises performance meetings with stakeholders on a regular basis
- Consults with other members of staff from different departments to raise awareness how the LoPS could fit into policies within other departments
- Works closely with the Shared Services project managers and engineers to ensure street works and permit compliance is met and parity with Statutory Undertakers is adhered to
- Liaises with the Traffic Signals Engineers and others to co-ordinate installations and works for Statutory Undertakers and any other organisations that carry out works affecting the public highway, and to monitor and arrange inspections of such works as required

#### **Performance**

- Contributes to the development of Team and Shared Service Plans and sets SMART performance targets for team members being supervised linked to the appraisal process to ensure that high standards and expectations are achieved
- Motivates and inspires team members under their direct supervision to deliver team and service plans that support delivery of corporate vision
- Promotes a performance management culture within the Team and regularly monitors and adjusts performance against agreed performance indicators
- Agrees clear objectives with team members being supervised, continuously monitors and provides feedback on performance

#### **General**

- Demonstrates a commitment to own personal and professional development and to developing, mentoring and coaching others
- Promotes and works in accordance with the Equality Act, promoting diversity and equality in all aspects of service delivery and people management
- Commits to the wellbeing of staff and actively implements Kingston Council's Health & Safety policies
- Proficient in the use of ICT, in particular MS Office suite of programs, internet, and Google email
- Undertakes any other duties commensurate with the grade of the post, as may be required from time to time, including representing the Group Manager Highways & Transport, as required, and attending meetings outside of normal working hours

***Note: Appointment and progression through the Shared Environment Service Career Grading Scheme will depend on an individual meeting the criteria set out in the progression scheme, as determined through the performance appraisal process.***

**ROYAL BOROUGH OF KINGSTON UPON THAMES**  
**- An equal opportunities employer**

**PERSON SPECIFICATION**

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**Post No:** TBC

**Grade:** E - H

**Essential and Desirable Requirements**

|                        | <b>Requirements</b>  | <b>Essential/Desirable</b> |
|------------------------|--|----------------------------|
| <b>Qualifications:</b> | <ul style="list-style-type: none"> <li>• HNC in Highway / Traffic Engineering or equivalent.</li> <li>• Incorporated Member of a recognised engineering institution or equivalent.</li> <li>• New Roads &amp; Street Works qualification or accreditation</li> <li>• A sound educational background with a proven record of continued professional development.</li> </ul>   |                            |
| <b>Experience:</b>     | <ul style="list-style-type: none"> <li>• Experience in design, construction and maintenance of highway improvement Schemes / Projects</li> <li>• Experience of general civil engineering works and specifications</li> <li>• Practical experience of highway construction methodologies and techniques</li> <li>• Experience in planning and supervision of highways and traffic engineering schemes</li> <li>• Experience in managing consultants/ contractors</li> <li>• Experience of works ordering, payments and budgetary control</li> <li>• Budgetary responsibility for specific projects and programmes or work areas</li> <li>• Experience of work programming, risk identification/management and performance monitoring</li> </ul> |                            |
| <b>Skills</b>          | <ul style="list-style-type: none"> <li>• Good numeracy skills</li> <li>• Able to communicate both orally and in writing with staff, members of the public, contractors</li> <li>• Ability to deal with confrontation from the general public</li> <li>• Be able to maintain detailed records</li> <li>• Able to prioritize own workload to meet</li> </ul>   |                            |

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|                  | <p>deadlines and work on own initiative</p> <ul style="list-style-type: none"> <li>• Able to demonstrate good customer relations with an understanding of equal opportunities</li> <li>• Be competent in the use of personal computers and similar products</li> <li>• Ability to develop the role including the use of new technology</li> <li>• Demonstrate a proactive approach to finding and dealing with issues relating to the Street Environment</li> <li>• Ability to manage site staff and to work unsupervised</li> <li>• Ability to deal with a variety of correspondence and prepare written replies and reports</li> <li>• Be able to demonstrate the ability to programme, supervise and monitor a number of projects simultaneously from inception to completion</li> <li>• Ability to assess road condition and design solutions</li> <li>• Ability to manage the work of other less experienced professionals or project team members</li> <li>• Ability to play a key role in contributing to the annual plans and improvements in service delivery</li> <li>• Ability to lead on key projects</li> </ul> |  |
| <b>Knowledge</b> | <ul style="list-style-type: none"> <li>• Good understanding of relevant highway and planning legislation, codes of practice and statutory instruments</li> <li>• Knowledge, including the practical application, of legislation relating to highway matters including the Highway Act 1980, New Roads &amp; Street Works Act 1991</li> <li>• Knowledge of construction contracts and their administration</li> <li>• Knowledge of NEC Contracts</li> <li>• Knowledge of Health &amp; Safety as it relates to working on the public highway</li> <li>• Good knowledge of new materials, developments and methods in highway maintenance</li> <li>• Good Knowledge of local government administration and finance</li> <li>• Evidence of continual professional and personal development and actively develops the skills and knowledge of others</li> </ul>   |  |
| <b>Other</b>     |  |  |

|                             |   |  |
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| <p><b>Requirements:</b></p> | <ul style="list-style-type: none"> <li>• Willingness to work at any location within the borough</li> <li>• Be able to work outside normal working hours on occasions in response to emergencies or on requests from management to meet customer demands</li> <li>• Willingness to work outdoors in all weather conditions</li> <li>• Confident, self-motivating and innovative.</li> <li>• Driving licence and own vehicle</li> <li>• Having a strong commitment to following our <u><i>Six Steps to working as One Council:</i></u> <ol style="list-style-type: none"> <li>1. Recognise the need to continually learn and adapt.</li> <li>2. We willingly share our knowledge and learning with others</li> <li>3. We work collaboratively across teams, services and partner organisations</li> <li>4. Looks for ways of improving what we do and how we do it</li> <li>5. We are comfortable with new technology and modern methods of working</li> <li>6. We are determined to make a difference to the lives of our customers</li> </ol> </li> <li>• Having a strong commitment to following our <u><i>Six Steps to delivering our Customer Commitment:</i></u> <ul style="list-style-type: none"> <li>• We go out of our way to get it right first time</li> <li>• We listen, understand and deliver</li> <li>• We respond positively and politely</li> <li>• We respect each customer as an individual</li> <li>• We take responsibility for the customer's issue or problem</li> <li>• We work as a team to deliver the solution</li> </ul> </li> </ul> |  |
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## Key Competencies

### Stakeholder Management

- Establish and maintain effective working relationships with all relevant internal and external key partners.
- Promote effective service alliances with other partners, service providers and stakeholders so as to improve the efficiency and effectiveness of the services the joint service offers. Ability to identify and prioritise stakeholder interests, requirements and level of influence.
- Gains the commitment of all stakeholders, including the most challenging.

### Flexibility

- Ability to adapt in response to new information or changing circumstances, and is open to new methods, new systems, technology, ideas, approaches.
- Works and collaborates effectively in unstructured or dynamic environments.
- Stays focused and keeps his or her team focused during times of uncertainty or change.
- Understands that ambiguity is a normal part of doing business and communicates that to people in the service.
- Anticipates changes in the internal and external environment (e.g., organizational, market, products, and systems) and adapts accordingly.
- Uses new ideas to reengineer work processes or make changes in how resources are allocated within the business.

### Commercial Thinking

- Demonstrates an interest in business and an understanding of the wider environment in which an organisation operates: its customers, competitors and suppliers.
- Has an understanding of the economics of the business, and understands the business benefits and commercial realities from both the organisation's and the customer's perspectives.
- Awareness of the need for efficiency, cost-effectiveness, customer care and knowledge of the market place in which the service operates.

### Creativity

- Ability to use your imagination to look at a problem in a fresh way and come up with a new solution
- Able to generate new ideas and develop a variety of approaches to solving problems, through synthesising and reorganising existing information.