

ROLE PROFILE

Job family	Regulation & Technical	Role profile number	RT11-0525	Grade K
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Job purpose: Monitoring and enforcement of prescribed regulatory areas, which will include but not limited to, recommendations regarding infringement, resolution advice, event based activities. Provision of services of a technical, vocational or specialist operational nature to internal and external customers. To provide legal / regulatory /statutory monitoring and enforcement support within a specific work area.

The most common grade for professional level posts across the organisation. Grade K posts are higher in 'Creativity & Innovation' and 'Decisions', with a requirement for problem solving higher than grade J posts. These posts are required to give recommendation and implementation of solutions which have a direct impact on relevant stakeholders. These posts require not only a relevant professional qualification, but also practical experience of applying the skills obtained through study, in the workplace.

Factor	Relevant Job Information
Supervision and/or Management of People	No full management of a team but will be required to monitor the quality and quantity of the work of others. Will provide advice, guidance and support to colleagues to ensure whole team achievements are met.
Indicative qualifications	Degree or equivalent experience/skills. ITQ 2 or equivalent skill and ability demonstrating significant experience in related IT systems. Professional qualification in area of specialism Licence / certificate / qualification required for the role.
Knowledge and Skills	Some relevant professional experience post qualification in a similar work environment. Expert knowledge of relevant policy, systems, work practices, professional guidelines, legislation in the area of specialism. Excellent ICT skills including use of Microsoft applications and specialist systems. Good knowledge of other areas of the authority relevant to the service. Knowledge of wider sector / external influences. Experience of representing the work area externally Sound communication, interpersonal and presentation skills, proven ability to understand and explain sometimes complex technical / legal / professional issues to a range of audiences. Research and analysis skills to contribute towards the diagnosis of problems/issues and the identification of solutions/recommendations Proven ability to conduct formal interviews and / or take legal statements Proven ability to build and maintain effective working relationships at all levels. Good literacy, numeracy and report writing skills Good planning and organisational skills, with proven ability to prioritise and co-ordinate workload, monitor and evaluate work, to ensure deadlines are achieved. Project management skills and experience Experience in the use of specialist equipment / systems / techniques relevant to the role.
Creativity and Innovation	Apply professional knowledge and experience to interpret and recommend policy, resolve complex issues, proactively anticipate problems and deliver solutions which enhance the quality and efficiency of services. Responsible for meeting performance standards within a policy framework and regulatory guidelines. Considerable scope to exercise initiative in taking action - within the boundary of well-defined policies. Contribute to long term strategies. Act as an expert witness for the council at inquiries / court etc Produce, often complex technical plans, designs and / or specifications within area of specialism Take appropriate action to ensure / enforce compliance with regulations Undertake the full range of registration duties, conducting legal and civil proceedings as required. Issue licences / registrations / prohibition notices or other authorisations Agree objectives and standards to meet, within Business plan. Monitor and evaluate activities /

Factor	Relevant Job Information
	<p>performance</p> <p>Where appropriate, support partners to implement authorised enforcement decisions and improvement notices</p> <p>Determine how issues should be approached within area of responsibility by undertaking research and consultations where problems are not always clear and easy to resolve.</p> <p>Design and develop solutions through use of practical experience, theoretical knowledge and original thinking, within policy. Recommend and develop new procedures / improvements within work area.</p> <p>Provide independent advice in areas of knowledge and draft specialist advice for approval by senior colleagues</p> <p>Plan and carry out a range of tests / inspections / surveys / assessments / evaluations / audits.</p> <p>Plan and organise work programmes to ensure that timescales and targets are achieved.</p>
Contacts and Relationships	<p>Provide advice and guidance on complex issues which could be contentious and challenging in nature.</p> <p>Ability to build relationships and engage successfully with colleagues /partners /customers / contractors and suppliers.</p> <p>Negotiation showing tact and diplomacy to deal with conflicting requirements or opinions and the ability to make decisions on the most appropriate action to reach an acceptable conclusion. Contacts will include: senior managers, leadership team, councillors, external bodies and partners.</p> <p>Liaise with other organisations / stakeholders to share information.</p> <p>Support others in their development including external organisations / customers where appropriate</p> <p>Communicate with others in the same field to keep up to date with developments and best practice. Communicate changes in policy and working practice to contacts.</p> <p>May have to appear in court / inquiries to present evidence. Solicitors / court officials when presenting evidence</p> <p>Build and maintain effective working relationships at all levels.</p> <p>Deal with people at all levels confidently, sensitively and diplomatically.</p>
Decisions – Discretion & Consequences	<p>Using general guidelines and utilising a wide range of relevant information, make decisions which impact on the whole organisation. Advice is not normally available.</p> <p>Assess the options and take appropriate action, where only general guidelines exist.</p> <p>Decisions to ensure outcomes are achieved which serve the best needs of the customer and as a consequence can result in improved services.</p> <p>The consequences of the decisions will have a significant effect across the organisation.</p> <p>Investigate compliance / legal issues within area of responsibility; determine the data and tools /techniques required.</p> <p>Plan and carry out tests / inspections / surveys /assessments / evaluations / audits. Identify issues, resolve as appropriate and when escalating complex problems provide recommendations. Assess and mitigate any risks associated with the recommendations made.</p> <p>Collate, process and analyse information / evidence using the appropriate systems. Ensure all records and information are maintained correctly.</p> <p>Research and evaluate current issues, developments, good practice and legislation changes in work area.</p> <p>Prepare and present reports /plans / recommendations / responses / results / other information / documentation as required</p> <p>Ensure compliance with safe practice and the legal use/operation of specialist equipment and / or facilities / premises.</p> <p>Contribute to the development and implementation of policies and procedures</p> <p>Support the design and delivery of communications / promotional material / activities as required.</p> <p>Be a main member of small specialist projects or improvement programmes, or contribute to the delivery of larger projects</p> <p>Co-ordinate the preparation of tenders and contracts.</p> <p>Co-ordinate the award and monitoring of grants by the council.</p> <p>Following approval procedure, arrange with contractors / suppliers for work to be carried out.</p> <p>Assist with the preparation and submission of bids for short and long term funding</p>
Resources	Little or no responsibility for physical or financial resources
Work Demands	Work subject to interruptions and at times may be competing demands of work priorities

Factor	Relevant Job Information
Work Environment	<p>Work may require some physical effort.</p> <p>Majority of work may be performed outside in all weathers or exposure to moderate noise or dirty or difficult and unpleasant surroundings / conditions.</p> <p>Work potentially involving some risks due to nature of activities being provided and / or environment or public / customers.</p>
Our Identity	<p>Our Identity sets out who we are and provides a shared understanding of how we are all expected to lead, work and act with each other, our partners and our residents to deliver our services and build stronger communities. They enable us to continually evolve and adapt to meet the changing needs of our residents and ensure that we continue to deliver great services and make a difference to the people of Wiltshire.</p> <p>All of us are expected to demonstrate the elements of Our Identity in how we work to shape and create the organisation we want to be part of. It should influence our decisions, activities, projects and ways of working</p>
Health & Safety	<p>All employees are required to carry out all duties and responsibilities with reasonable care for the health and safety of self and others and report any potential hazards or unsafe practices to their line manager</p>
Equalities	<p>Wiltshire council is committed to ensuring employees do not discriminate against colleagues, suppliers or third parties at work or harass or victimise others. Incidents of discrimination at work are taken seriously and employees are encouraged to report incidents via their manager or anonymously via the whistleblowing policy.</p>
Authority to work in the UK	<p>All employees must have the legal authority to work in the UK. Non-EU nationals must have the relevant approval to work in the UK from the UK Border Agency. Copies of all documents provided as proof of identity are retained for our records, by providing these proofs the council will treat this as consent.</p>

The above profile is intended to describe the general nature and level of work performed by employees in this role and does not detail a list of all duties and responsibilities. The Council reserves the right to amend this role profile as necessary.

ROLE DESCRIPTION

Role description:	Engineer	
Role profile family:	Regulation & Technical	
Role profile number and grade:	RT11-0525	Grade K
Number of posts:	9	
Service/Team:	Local Highways Weather Emergency Service	
Reports to:	Area Manager	

Job Family overview

Regulation & Technical job family overview:

Monitoring and enforcement of prescribed regulatory areas. Provision of services of a technical, vocational or specialist operational nature to internal and external customers

- Assessment of physical or administrative situations
- Judgement or recommendation regarding infringement
- Advice on resolution to participant
- Delivery of authoritative technical services to meet specific event based request
- Vocational and / or theoretical knowledge and skills in specific discipline

Service / function Context

The overall responsibilities of the service/function are:

- The team provide all the Local Highway and Streetscene Front Line services, via the Highway and Amenity Contract. From repairing roads, cleaning toilets, running the sewer service, cutting grass, keeping the streets clean. As well as providing the legal and technical advice.
- The Local Highway and Streetscene Service is a very visual service providing vital operations. Failure in the service carries national awareness and considerable risk to the Council. Many services must be provided to the legal standard with claims against the Council for failures being made. The contract they oversee the operational delivery has a value of circa £30million

Job Purpose

To oversee the technical elements of the Local Highway and Streetscene service in the Community Area Boards and to supervise two Coordinators.

To be the technical Client officer for the Highway and Amenity contract in two Community Area Boards.

To provide the technical and legal support to the community area boards and groups

To write the policies and procedures for the service.

Specific duties and responsibilities include:

- To supervise the work of two Coordinators and assist them in the provision of the local services.
- To provide the technical and legal advice on activities to ensure that the Council is protected and ensuring operations meet legislative, environmental and policy requirements.
- Developing of new policies and procedures. Responsible for identifying, reviewing and writing the new policies.
- Undertaking reports to cabinet, SMT, and management meetings (please note officers will always write their own reports/ letters – not an Admin function). Attending Cabinet, SMT and management meetings when required. Being responsible for the policies and procedures within their two community area boards. To be responsible for the continued updating of policies and procedures. Being responsible for monitoring legislative changes and translating these into policy changes.
- Setting work priorities and agreeing with the council's contractors works activities to ensure that the contractor is making the maximum, efficient use of their resource within any budget restrictions whilst still ensuring safety to the public and work force.
- Making recommendations on new systems of work. Being the officers responsible for the continued drive for efficiencies and improvements based upon the System Thinking approach.
- Preparing and attending court and being the technical expert for the service in such matters. Gathering evidence, ensuring systems are reviewed following any incident and making recommendations for service amendments.
- Technical contribution for strategic service level agreements, contracts and agreements for the provision of Local Highways and Streetscene Service. To include contract variations for services the Council receives, new contracts or contracts/ service level agreements with internal and external partners where the Council is the provider of the service
- The Engineer writes the policies for the service. These can be very technical and subject to legal challenge.
- Responsible for the identifying and initiating enforcement of all statutory duties of the Local Highway & Streetscene Service.
- To give permission to connect into local highway or amenity drainage and any issue of a technical nature to do with permission to use the highway/ amenity infrastructure.
- To be responsible for signage of a technical nature relating to the use/ diversion/ placement on the highway or amenity asset.
- To issue licences to maintain the Highway.
- To take the information provided from various sources (Coordinator updates, website reports, CATG, CAB etc) to identify Local Highway and Streetscene issues, to ensure drainage, soft and hard area surfacing, fences, barriers, water courses, paving and all other assets have a programme of works identified for the maintenance, replacement or renewal.

- To give the Expert local highway and street scene technical advice, support and assistance to the coordinators as required.
- Act as representative for all technical matters relating to Local Highways and Streetscene functions to include strategic correspondence and other means of communication.
- Support the high level community groups such as CATG, Police, Housing Associations, Schools, Businesses, Utilities, Contractors and Councillor meetings to provide the technical advice.
- Strategic liaison with private landowners (MoD, Developers (S106 etc.), Housing Associations, Town and Parish Council), where applicable.
- Correspondence would involve the regular update of information in the Council's parish news. Undertaking presentations to large groups CABs etc.
- Multi-group working is a normal part of the job. Agreeing local agreements for joint working, partnership involvement and community priority identification.
- Strategic Liaison with internal partners to include facilities management, car parking, allotments, closed churchyards, burials etc. To set service standards, agree new systems of work and priority setting across their areas.
- To give the technical specification where required to internal and external partners (including contractors) for Local Highway and Streetscene work. To give instructions and monitor performance the larger schemes. To assist local community groups with their activities and their requirements for technical advice.
- The services covered with the Highway and Amenity contract include facilities management, car parking, allotments, closed churchyards, burials etc. The Engineer has to deal with the contractor on the technical issues relating to these services.
- Prioritising the major maintenance work and liaising with the Major Maintenance Team.
- Responsible for costing of services provided by the section and assist the management with controlling budgets.
- Responsible for the priorities for major maintenance and to have a working knowledge of all that is happening and planned for their community areas.
- The Engineer identifies the major maintenance work (circa 10million capital budget for countywide) for their two community areas.
- The Engineer identifies the more major minor maintenance work (circa 11million revenue budget for countywide) for their two community areas.
- To deal with the strategic complaints and those of a technical nature.
- To be responsible for the Freedom of Information requests for their area.
- Responsible for the Business Continuity plan for their area and building this into the Section's Plan.
- Oversee the development and update of the department's web area.
- To be responsible for the strategic and technical advice for events on the highway or amenity land.
- To provide cover in times of absence for other community areas, to include Coordinators and Area Manager.
- Assists in the control of emergencies as required and support the weather emergency service when requested.
- Liaise with developers in relation to new developments including Section 106 and 38 works prior to adoption.
- Section 106 involvement is usually around the adoption of grounds and play areas. Section 38 is around the adoption of roads etc.

Person Specification

Specific qualifications, knowledge, and skills required for this role:

Essential

- Degree in Civil Engineering or significant relevant experience working in a highways or a streetscene environment and be a member of an appropriate institution.
- Working knowledge of Code of Practice for litter and refuse, Highways Act 1980, Town and County Planning Act.
- Arc Maps Version 10 or obtain within 6 months
- Chapter 8 trained
- Must be able to work under their own initiative to deal with the issues that occur during the day.
- Highway and Streetscene Legislation knowledge
- Experience in managing skills
- Either have a proven experience in project management or significant contribution to highway related projects.
- Must be able to translate technical documents into real solutions.
- Must have excellent written / language and numerical skills and be able to communicate effectively at all levels
- Must be accurate, methodical and organized
- Fluent in English Language

Desirable

- CoTC Level 4 operators competence Certificate in Non Hazardous transfer with or without treatment
- IOSH Managing Safety

Supporting information

Driving classification	
<p>Occasional driver A valid UK driving licence is not required. Occasionally may need to travel to different locations in order to undertake the duties of the role.</p>	<input type="checkbox"/>
<p>Regular Driver Must hold a valid UK driving licence (with no more than 6 penalty points) and have access to either their own car or a pool car in order to undertake the duties of the role unless other forms of transport are available and viable to perform the role, including public transport. Or a reasonable adjustment has been agreed.</p>	<input checked="" type="checkbox"/>
<p>Required Driver Must hold a valid UK driving licence (with no more than 3 penalty points) and will drive a vehicle supplied by the Council in order to undertake the duties of the role.</p>	<input type="checkbox"/>
<p>Employees should refer to the Corporate Driving at Work policy for further information.</p>	

Driving trigger points			
<p>The trigger points set out below, regarding driving licence points and at-fault accidents, apply to all staff who drive on council business.</p>			
Trigger Points	Corrective Driver Training Course or further action	Additional corrective training if appropriate or further action	
Points on driving licence	6	9	
Trigger Points	Discussion and advice on expected driving standards	Corrective Driver Training Course or further action	Additional corrective training if appropriate or further action
At fault accidents within a two-year period (whether work or personal)	1	2	3
<p>Job applicants who drive must have 9 or less points on their driving licence, and must have less than 4 at fault accidents within a two-year period. If they meet the trigger points, they will be subject to the actions outlined in the table above.</p>			
<p>If holding a valid licence, occasional drivers will need to declare penalty points and no-fault accidents as requested. Depending on the role, decisions as to whether this might either affect appointment or require corrective driver training, will be made case by case.</p>			

Political restriction	
<p>This role is politically restricted. The job holder is not permitted to undertake political activity involving standing for election as a member of parliament, as a member of the Scottish or Welsh Parliaments, or as a local councillor. The job holder is furthermore not permitted to canvass on behalf of a political party or a person who is already, or who seeks to be, a candidate. In addition, they may not speak to the public or publish any written or artistic work that could give the impression they are advocating support for a political party</p>	<input type="checkbox"/>
<p>This role is not politically restricted</p>	<input checked="" type="checkbox"/>

Professional fees and related occupational costs	
As part of this role, or to support professional development, the job holder is required to be a member of a professional body or association. The job holder is responsible for payment of all professional fees, memberships, registrations or subscriptions and no reimbursement or contribution towards these will be provided by the council	<input type="checkbox"/>
This role does not have any professional or occupational membership requirements	<input checked="" type="checkbox"/>

Clearances – Disclosure & Barring Service (DBS)	
This role will be engaged in 'regulated activity' providing specific services relating to children or vulnerable adults and is subject to a Disclosure from the Disclosure and Barring Service.	<input type="checkbox"/>
This role is exempt from the Rehabilitation of Offenders Act 1974 and will require an Enhanced DBS check before appointment can be confirmed.	<input type="checkbox"/>
This role is exempt from the Rehabilitation of Offenders Act 1974 and will require a Standard DBS check	<input type="checkbox"/>
The role requires a Basic DBS check to check for convictions and cautions that are considered to be unspent under the terms of the Rehabilitation of Offenders Act 1974.	<input type="checkbox"/>
This role is not subject to a Disclosure from the Disclosure and Barring Service in order to undertake the duties of the role.	<input checked="" type="checkbox"/>

Clearances – Baseline Personnel Security Standard (BPSS)	
This role requires access to the UK government Public Services Network (PSN) and is subject to a BPSS check	<input type="checkbox"/>
This role is not subject to a BPSS check	<input checked="" type="checkbox"/>

Clearances – Non-Police Personnel Vetting (NPPV)	
This role requires working in partnership with the police, and/or having access to Police related systems and is subject to a NPPV check at level 2* . (*regular access to police premises and police information, intelligence and financial or operational assets. Occasional access to those deemed 'secret').	<input type="checkbox"/>
This role requires working in partnership with the police, and/or having access to Police related systems and is subject to a NPPV check at level 3* (*regular unsupervised access to police premises and/or access to police information and/or information systems and/or hard copy material either on police premises or by remote access up to "secret" level. A level 3 includes a check on you, your spouse/partner, co-residents, and all family members).	<input type="checkbox"/>
This role is not subject to a NPPV check	<input checked="" type="checkbox"/>

Safeguarding

<p>For all roles within Children’s Services. Wiltshire Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and all staff are expected to share this commitment. You will be expected to report any concerns relating to the safeguarding of children, young people or vulnerable adults in accordance with agreed procedures. If your own conduct in relation to the safeguarding of children, young people or vulnerable adults gives cause for concern, the council’s agreed child protection/vulnerable adults protection procedures will be followed.</p>	<input type="checkbox"/>
<p>For all roles within Adult Social Services. Wiltshire Council is committed to safeguarding and promoting the welfare of vulnerable adults and all staff working for the council are expected to share a commitment to this. You will be expected to report any concerns relating to the possible abuse of a vulnerable adult in accordance with the agreed interagency safeguarding adults’ procedures. If your own conduct in relation to the safeguarding of vulnerable adults gives cause for concern, the council’s agreed interagency safeguarding adults’ procedures will be followed, alongside implementation of the council’s disciplinary procedure. The job holder is accountable for their safeguarding of vulnerable adult responsibilities to their line manager.</p>	<input type="checkbox"/>
<p>For all other roles within the council. Wiltshire Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and all staff are expected to share this commitment. You will be expected to report any concerns relating to the safeguarding of children, young people or vulnerable adults in accordance with agreed procedures. If your own conduct in relation to the safeguarding of children, young people or vulnerable adults gives cause for concern, the council’s agreed child protection/vulnerable adults protection procedures will be followed.</p>	<input checked="" type="checkbox"/>