

# **Highways Technical Job Family**

Framework

## Introduction

A job family is a way of describing and grouping the different levels of responsibility for similar roles. The work for each family is described in broad generic job descriptions which capture key accountabilities, typical skills and experience needed together with any essential qualifications, competencies and performance outputs (measures). Each family will have a number of different levels of responsibility; each level matches an existing grade within our salary structure. All engineering posts currently JG3- JM3 will be moved to the job families.

There will be no need for individual job descriptions as the generic ones can be used for recruitment, induction and on-going performance management. Employees will also be able to see the relationship between the levels within the same family which can help with developing personal career pathways.

This job family has been specifically designed to show the career path for technicians and engineers within the Highways and Transportation & Highway Ops services. Where posts are already within an engineering career grade they will transfer to the new career grade operation between JG3-JM3. Progression beyond Principal Engineer (JM2) will also be subject to suitable vacancies and the service requirements. Continuation in the post and progression from one level to the next will be dependent on the attainment of the appropriate qualifications including professional accreditation, and demonstration of the required skills and competences as assessed by the appraising manager and service manager.

Qualification level requirements are in accordance with the comparison set out at the following GOV.Uk web site;  
<https://www.gov.uk/what-different-qualification-levels-mean/compare-different-qualification-levels>.

All staff are required to maintain a record of their continual professional development (CPD). The focus of the assessment will be to determine whether the candidate can work to the relevant job descriptor. The candidate will be required to produce evidence of qualifications and their CPD showing two or three key pieces of work that demonstrate the competencies required. Full assessment will be through interview and a presentation supported by evidence from the individual's appraisal. Application for progression can be made at any time but only one application can be made each year. Should an application for progression be turned down then the candidate may appeal to the Head of Service. The decision from the appeal is final.

The council has a training scheme to support the attainment of qualifications. Where the post-holder terminates their employment with the council during or within two years of completing the professional training, the council will reclaim the financial assistance given. However, financial assistance will not be reclaimed if the course is discontinued because of pregnancy, ill health or redundancy or other exceptional circumstances. Where an employee discontinues a course, fails to sit an examination within a reasonable period of time, or fails to show satisfactory progress, the council will reclaim the financial assistance given. Where an employee fails an examination despite satisfactory effort, the council will pay for and allow time to attend a re-sit. This will be granted once only.

In exceptional circumstances directly relevant experience may be accepted as an alternative to the minimum qualification requirement at the discretion of the Director.

Overarching all level profiles and generic job descriptions are the council's principles for equalities and diversity, health and safety and continuous personal development.

### **Equality and Diversity**

We expect all employees to act professionally and to treat colleagues and service users with dignity and respect. This means setting a strong personal example of good equality and diversity practice at all times and ensuring they are sensitive to the needs and views of others and reflect this in the way they behave. Managers have additional responsibilities of managing others effectively by recognising and valuing each team member as an individual and always challenging inappropriate language and behaviour.

### **Health and Safety**

We all have a responsibility to work within health and safety legislation, associated codes of practice, North Somerset Council's policies and procedures and our local safe systems of work and emergency arrangements.

### **Continuous Development**

Our jobs and the way we do things evolve over time and we need to keep abreast of new technologies, legislation and methodologies for our own subject areas. We are responsible for reviewing and developing our own professional practice. The Engineering Council has recommended levels of CPD hours which should be met for the different levels of professional engineer.

Jobs in this family are concerned with the application of technical expertise in order to shape and deliver specific council services. In addition to direct service delivery to customers, job holders will use their knowledge, skill and expertise in a particular discipline to improve the delivery of existing services and develop new services.

## Comparison of different qualification levels – GOV.UK

Regulated qualifications in England, Wales and Northern Ireland are in one of the following frameworks:

- National Qualifications Framework (NQF)
- Qualifications and Credit Framework (QCF)
- Framework for Higher Education Qualifications (FHEQ)

The table shows how the common qualifications compare. The levels show how difficult a qualification is.

There is no simple comparison for NVQ levels in 4 and 5. Contact the National Careers Service if you need advice.

Level	NQF Examples	QCF Examples	FHEQ
Entry	- Entry Level Certificate - Entry Level Skills for Life	- Entry Level Award, Certificate and Diploma - Entry Level Functional Skills - Entry Level Foundation Learning	-
1	- GCSE (grades D-G) - Key Skills Level 1 - NVQ Level 1 - Skills for Life Level 1 - Foundation Diploma	- BTEC Award, Certificate and Diploma Level 1 - Foundation Learning Level 1 - Functional Skills Level 1 - OCR National	-
2	- GCSE (grades A* - C) - Key Skills Level 2 - NVQ Level 2 - Skills for Life Level 2 - Higher Diploma	- BTEC Award, Certificate and Diploma Level 2 - Functional Skills Level 2	-

3	<ul style="list-style-type: none"> <li>- AS and A Level</li> <li>- Advanced Extension Award</li> <li>- Cambridge International Award</li> <li>- International Baccalaureate</li> <li>- Key Skills Level 3</li> <li>- NVQ Level 3</li> <li>- Advanced Diploma</li> <li>- Progression Diploma</li> </ul>	<ul style="list-style-type: none"> <li>- BTEC Award, Certificate and Diploma Level 3</li> <li>- BTEC National</li> <li>- OCR National</li> <li>- Cambridge National</li> </ul>	-
4	<ul style="list-style-type: none"> <li>- Certificate of Higher Education</li> <li>- Key Skills Level 4</li> <li>- NVQ Level 4</li> </ul>	<ul style="list-style-type: none"> <li>- BTEC Professional Award, Certificate and Diploma Level 4</li> </ul>	<ul style="list-style-type: none"> <li>- Certificate of Higher Education</li> <li>- HNC</li> </ul>
5	<ul style="list-style-type: none"> <li>- HND</li> <li>- NVQ Level 4</li> <li>- Higher Diploma</li> </ul>	<ul style="list-style-type: none"> <li>- BTEC Professional Award, Certificate and Diploma Level 5</li> <li>- HNC</li> <li>- HND</li> </ul>	<ul style="list-style-type: none"> <li>- Diploma of Higher Education</li> <li>- Diploma of Further Education</li> <li>- Foundation Degree</li> <li>- HND</li> </ul>
6	<ul style="list-style-type: none"> <li>- NVQ Level 4</li> </ul>	<ul style="list-style-type: none"> <li>- BTEC Advanced Professional Award, Certificate and Diploma Level 6</li> </ul>	<ul style="list-style-type: none"> <li>- Bachelor's Degree</li> <li>- Graduate Certificate</li> <li>- Graduate Diploma</li> </ul>
7	<ul style="list-style-type: none"> <li>- BTEC Advanced Professional Award, Certificate and Diploma Level 7</li> <li>- Fellowship and Fellowship Diploma</li> <li>- Postgraduate Certificate</li> <li>- Postgraduate Diploma</li> <li>- NVQ Level 5</li> </ul>	<ul style="list-style-type: none"> <li>- BTEC Advanced Professional Award, Certificate and Diploma Level 7</li> </ul>	<ul style="list-style-type: none"> <li>- Master's Degree</li> <li>- Postgraduate Certificate</li> <li>- Postgraduate Diploma</li> </ul>

8	- NVQ Level 5	- Vocational Qualifications Level 8	Doctorate
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## JOB FAMILIES ~ Technical

### Level descriptors

Level	Example job roles	Role Purpose
Level 1 (kh ~ 76)	Not Used	Required to undertake routine and repetitive tasks to general instruction.
Level 2 (kh ~ 87)	Not Used	Required to undertake a broader range of routine tasks needing some formal training or practical work experience.
Level 3 (kh ~ 100)	Trainee Technician NVQ2	Required to carry out a range of activities working within detailed procedures and routines to clearly defined guidelines. Roles at this level will require a specific knowledge of duties performed and how these contribute to the service area. Commitment to obtaining next level of NQF qualification in a construction related subject.
Level 4 (kh ~ 115)	Technician Technical Support Officer NVQ3	Required to carry out a range of more complex activities working within existing procedures and routines with limited supervision. Roles at this level will require a broad knowledge and understanding of the work processes in the specific area of work. Post holders will resolve routine technical and process problems and queries, escalating the more complex to others. Commitment to obtaining next level of NQF qualification in a construction related subject.
Level 5 (kh ~ 132)	Senior Technician Assistant Surveyor NVQ3/4	Required to give a practical support or advisory service to service users within frameworks or assessments from other professionals using specialist knowledge that will be acquired through practical experience or vocational qualifications. Roles at this level may work unsupervised much of the time within defined procedures but with readily available advice from managers. Commitment to obtaining next level of NQF qualification in a construction related subject.
Level 6 (kh ~ 152)	Assistant Engineer Enforcement Officer NVQ4	Required to undertake a number of diverse specialist or technical activities within a service function using skills that would have be gained through formal qualifications and/or considerable relevant work experience. Roles at this level are expected to work unsupervised for much of the time, accessing and assessing information independently.

Level 7 (kh ~ 175)	Engineer Area Officer <a href="#">Level 4/5 Qualification</a>	Expected to undertake specialist or technical assessments/activities and make decisions based on these assessments within a service function using skills that would be gained through professional qualifications and/or practical experience. Roles at this level are entry level for newly qualified professionals or those with significant relevant experience who are responsible for creating appropriate work plans/programmes/intervention for self and/or others. Roles at this level can be involved in supervising/managing the work of others within an overall management framework.
Level 8 (kh ~ 200)	Senior Engineer Senior Enforcement Officer Food & Safety Officer <a href="#">NVQ5+</a>	Expected to undertake specialist or technical activities that required academic and practical knowledge gained through formal qualifications and relevant work experience. Typically roles at this level deliver a professional specific service, are part of a collaborative team responsible for delivery of services and assist in specific service developments.
Level 9 (kh ~ 230)	Principal Engineer Lead Officer EHO Area Surveyor Principal Surveyor  <a href="#">NVQ6+</a>	Required to have significant post qualification experience to deliver specific work streams, provide technical advice and guidance to others (including other professionals) involved in specific service delivery and may have responsibility for managing resources within a team (budget and people).
Level 10 (kh ~ 264)	Lead Engineer Principal F&S Officer Principal Trading Standards Officer Principal EHO Senior Area Surveyor  Professional status	Responsible for leading on work streams, managing a team (including other professionals, possibly from other disciplines), ensuring service delivery through self and others, contributing to development of business plans and service direction, managing budget resources, monitoring service standards.
Level 11 (kh ~ 304)	This is likely to be level 1 in the Management & Leadership job family ~ where the primary focus of the role is the tactical alignment of strategies with service delivery	Setting standards and procedures for others, developing business plans for service areas, contributing to future service direction, advising partner agencies in developing and delivering complementary service arrangements, managing and developing others, providing technical and professional expertise.

**JOB FAMILIES ~ Technical**

**Job Title: Trainee Technician**

**Level descriptor – Level 3 (100 know-how)**

<p><b>Role purpose:</b> Required to carry out a range of activities working within detailed procedures and routines to clearly defined guidelines. Roles at this level will require a specific knowledge of duties performed and how these contribute to the service area.</p>	
<p><b>Typical activities</b></p> <p>To assist in the planning and delivery of a range of activities to achieve particular defined outcomes within the service area.</p> <p>Perform activities or services to assist colleagues and contribute to evaluating or monitoring their impact.</p> <p>Apply technical knowledge to assist in the development of processes to deliver required outcomes within a service framework.</p> <p>Assist in the handling of enquiries from the public and colleagues, preparing written replies where appropriate.</p> <p>Communicate with colleagues and contractors through verbal and written reports and keeping records of site visits and/or activities completed in accordance with procedures and guidelines.</p>	<p><b>Knowledge, skills &amp; experience</b></p> <p>NVQ level 2 in literacy and numeracy</p> <p>NVQ level 2 units or equivalent practical work experience to achieve the qualification in skills relating to the service area.</p> <p>Practical work experience to give an understanding of the processes and practices required and support working with service users in a range of independent settings.</p> <p>Awareness of the service area protocols and regulations</p>
<p><b>Performance measures</b></p> <p>Quantifiable objectives ~ e.g.</p> <ul style="list-style-type: none"> <li>• Assessment of safe work environment</li> <li>• impact evaluation of technical contribution</li> <li>• quality of records,</li> <li>• achievement of appropriate level technical qualification</li> </ul> <p>Feedback from colleagues, contractors and partner agencies Key Performance Indicators (where available) Line manager assessment</p>	<p><b>Competencies</b></p> <p><u>Team Working</u> ~ cooperation and flexibility, contributes positively by sharing information and supports team consensus</p> <p><u>Outcome focused</u> ~ works without prompting and progresses tasks using initiative</p> <p><u>Problem Solving &amp; judgment</u> ~ identifies causes rather than just symptoms to inform solutions</p> <p><u>Planning &amp; Organising</u> ~ prioritises what is important in line with team &amp; service goals</p>

	<u>Business Awareness</u> ~ understands the role of others in relation to their impact on own role and recognises how decisions made in other areas can impact on their's.
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## JOB FAMILIES ~ Technical

### Job Title: Technician

#### Level descriptor – Level 4 (115 know-how)

<b>Role purpose:</b> Required to carry out a range of more complex activities working within existing procedures and routines with limited supervision. Roles at this level will require a broad knowledge and understanding of the work processes in the specific area of work . The post holder will resolve routine technical and process problems and queries, escalating the more complex to others.	
<b>Typical activities</b>	<b>Knowledge, skills &amp; experience</b>
<p>To contribute to the planning and delivery of a range of activities and services to achieve particular defined outcomes within the service area.</p> <p>Undertake inspections and monitoring of specific technical schemes under the guidance of senior colleagues and/or within statutory frameworks.</p> <p>Assist in technical investigations and prepare reports / written findings for further action by others.</p> <p>Assist in preparation of statements, scheme preparations or other technical documents.</p> <p>Assist in the preparation of small schemes or projects and contribute to evaluating or monitoring their impact.</p> <p>Provide information to others on a range of subjects within a specific area of work to encourage compliance with and understanding of accepted service or behavioural standards.</p> <p>Apply technical knowledge to develop, process and deliver a range of activities within an agreed technical framework.</p>	<p>level 2 in literacy and numeracy</p> <p>level 2 or 3 units of qualification or equivalent practical work experience to achieve the qualification in technical skills relating to the service area.</p> <p>Practical work experience to give a thorough understanding of the processes and practices required.</p> <p>Awareness and general understanding of the service area technical protocols, regulations and relevant legislation</p> <p>Ability to work with contractors and engage with the general public</p>

<p>Communicate with colleagues, contractors and other partner agencies through verbal reports and keeping records of site visits and technical activities completed in accordance with procedures and guidelines.</p>	
<p><b>Performance measures</b></p>	<p><b>Competencies</b></p>
<p>Quantifiable objectives ~ e.g.</p> <ul style="list-style-type: none"> <li>• Assessment of safe work environment</li> <li>• impact evaluation of intervention/ activity</li> <li>• quality of records,</li> <li>• Achievement of appropriate level of technical qualification</li> </ul> <p>Feedback from colleagues, contractors and the general public  Key Performance Indicators (where available)  Line manager assessment</p>	<p><u>Team Working</u> ~ cooperation and flexibility, contributes positively by sharing information and supports team consensus  <u>Outcome focused</u> ~ delivers specific pieces of work to agreed specifications.  <u>Problem Solving &amp; judgment</u> ~ confident in making decisions within guidelines  <u>Planning &amp; Organising</u> ~ prioritises what is important in line with team &amp; service goals  <u>Business Awareness</u> ~ understands the role of others in relation to the impact on own role and recognises how decisions made in other areas can impact on their's.</p>

**JOB FAMILIES ~ Technical**

**Job title: Senior Technician**

**Level descriptor – Level 5 (132 know-how)**

<b>Role purpose:</b> Required to give a practical support or advisory service to service users within frameworks or assessments from other professionals using specialist knowledge that will be acquired through practical experience or vocational qualifications. Roles at this level may work unsupervised much of the time within defined procedures but with readily available advice from managers.	
<b>Typical activities</b>	<b>Knowledge, skills &amp; experience</b>
<p>Provide a range of planned activities within an agreed professional programme/ assessment under the supervision of a qualified professional.</p> <p>Provide information and advice to others on a range of subjects within a specific area of work to ensure compliance with and understanding of accepted service or standards.</p> <p>Apply knowledge and skills to a range of activities demonstrating understanding of the technical service area, relevant procedures, legislation and guidelines.</p> <p>Analyse and interpret data and information and make recommendations to support decision making by others for particular activities or services.</p> <p>Contribute to developments in services and implement agreed changes to improve service delivery.</p> <p>Undertake inspections and monitoring of specific technical schemes under the guidance of senior colleagues and/or within statutory frameworks.</p> <p>Undertake low to medium risk technical investigations and prepare reports / written findings for further action by others.</p>	<p>level 2 literacy &amp; numeracy or equivalent level 3 or 4 qualifications or equivalent to demonstrate technically specific skills relating to the appropriate area of work</p> <p>Additional modular vocational units or other technical qualifications specific to particular areas of the service</p> <p>Practical work experience to give through understanding of the processes and practices required to deliver the service.</p> <p>Awareness and general understanding of the service area technical protocols, regulations and relevant legislation</p> <p>Ability to work with contractors and engage with the general public</p> <p>Ability to present evidence clearly and confidently</p> <p>Ability to work without close supervision and recognise professional boundaries to seek advice when appropriate.</p>

<p>Assist with the investigation into the causes of accidents, make recommendations for remedial measures and recover costs due to third party damage.</p> <p>Communicate with colleagues, contractors and other partner agencies through verbal reports and keeping records of site visits and technical activities completed in accordance with procedures and guidelines.</p>	
<p><b>Performance measures</b></p>	<p><b>Competencies</b></p>
<p>Quantifiable objectives ~ e.g.</p> <ul style="list-style-type: none"> <li>• number of cases/projects worked on at any one time,</li> <li>• impact evaluation of investigation/ activity/ inspection</li> <li>• quality of site records / case files etc</li> </ul> <p>Feedback from service users, colleagues and partner agencies Key Performance Indicators (where available) Line manager assessment</p>	<p><u>Team Working</u> ~ cooperation and flexibility, follows principles of integrated working, actively shares information and best practice <u>Service user/ outcome focused</u> ~ achievement of results/targets through appropriate interventions/activities etc <u>Problem solving &amp; judgement</u> ~ makes links between identified potential issues and possible solutions, seeks advice from others, application of technical knowledge to problems <u>Planning &amp; Organising</u> ~ Prioritises work, organising work for self to meet agreed deadlines <u>Business Awareness</u> ~ Demonstrates an understanding of what it takes to be successful within own work area and the contribution of the role to the area of work</p>

**JOB FAMILIES ~ Technical**

**Job Title: Assistant Engineer**

**Level descriptor – Level 6 (152 know-how)**

<b>Role purpose:</b> Required to undertake a number of diverse specialist or technical activities within a service function using skills that would have be gained through formal qualifications and/or considerable relevant work experience. Roles at this level are expected to work unsupervised for much of the time, accessing and assessing information independently.	
<b>Typical activities</b>	<b>Knowledge, skills &amp; experience</b>
<p>To take responsibility for a technical process under general direction of a qualified professional in support of service delivery, applying knowledge and skills to a range of activities demonstrating understanding of the service area, relevant procedures and guidelines.</p> <p>Undertake inspections and monitoring of specific technical schemes under the guidance of senior colleagues and/or within statutory frameworks.</p> <p>Process work with contractors and consultants within the appropriate guidelines and technical specifications.</p> <p>Attend on site and supervise the construction of maintenance and improvement schemes to ensure strict compliance with approved plans, specifications, agreements and health &amp; safety legislation.</p> <p>Analyse and interpret data and information and make recommendations to support decision making by others for a broad range of activities across a service area.</p> <p>Monitor scheme budgets and flag up anomalies and potential issues to prevent overspends.</p>	<p>level 3 or 4 qualification and experience relevant to the service user group or equivalent.</p> <p>Significant practical experience of working with service user groups giving rise to a variety of technical skills and sound understanding of the services available, work practices and processes relevant to the role.</p> <p>Knowledge and understanding of technical standards, safe working practices and legislation for service areas.</p> <p>Ability to make analytical reasoning and recommendations about particular areas of work.</p> <p>Ability to engage with customers and contractors within the relevant codes of practice</p> <p>Ability to present evidence clearly and confidently</p> <p>Ability to manage own work without close supervision</p>

<p>Communicate effectively with colleagues, contractors and other clients, both verbally and in writing through the appropriate use of site records and scheme files within information sharing protocols and record keeping policies.</p> <p>Supervision of work and day to day management others undertaking similar activities</p>	<p>Understanding and recognition of professional boundaries, i.e. scope of responsibility and where this should be passed to more senior staff. E.g. procurement and what decisions can be made at this level or where this needs to be escalated to a more senior level.</p>
<p><b>Performance measures</b></p>	<p><b>Competencies</b></p>
<p>Quantifiable objectives ~ e.g. number of cases worked on at any one time, quality of site records, number of inspections undertaken  Feedback from customers, colleagues and partner agencies  Key Performance Indicators (where available)  Line manager assessment</p>	<p><u>Team Working</u> ~ cooperation and flexibility, follows principles of integrated working, sharing best practice and information to develop self and others  <u>Service user/ outcome focused</u> ~ achievement of results through appropriate decision making, delivery of project areas, inspection reports, case preparation etc.  <u>Problem solving &amp; judgement</u> ~ develops solutions, makes links between identified potential issues and possible solutions, makes decisions within guidelines  <u>Planning &amp; Organising</u> ~ Prioritises work, organising work for self and others to avoid or minimise peaks and troughs  <u>Business Awareness</u> ~ understands the role of others in relation to the impact on own role and recognises how decisions made in other areas can impact on their's.</p>

**JOB FAMILIES ~ Technical**

**Job Title: Engineer**

**Level descriptor – Level 7 (175 know-how)**

<p><b>Role purpose:</b>                  Expected to undertake specialist or technical assessments/activities and make decisions based on those assessments within a service function using skills that would have be gained through professional qualifications and/or extensive practical experience. Roles at this level are entry level for newly qualified professionals or those with significant relevant experience who are responsible for creating appropriate work plans/programmes for self and others. Roles at this level can be involved in supervising/managing the work of others within an overall management framework.</p>	
<p><b>Typical activities</b></p>	<p><b>Knowledge, skills &amp; experience</b></p>
<p>Manage a caseload of technical projects or inspections to deliver the operational programme.</p> <p>Assist with the investigation and preparation and organisation of all stages of scheme identification, preparation of funding bids, design and contract documentation including cost estimates so that maintenance and improvement works are implemented within budget forecasts and programmed dates.</p> <p>Process and analyse data related to service area and make recommendations for change or action.</p> <p>Contribute to the supervision, management and development of others to improve service standards and delivery.</p> <p>Attend public meetings to provide technical information about particular schemes and represent the highway/water management authority.</p> <p>Communicate effectively with contractors, colleagues and the public, both verbally and in writing, through the appropriate use of case notes and other record keeping within information sharing protocols and record keeping policies.</p>	<p>level 4 or above qualification and experience relevant to one of more of the service areas.</p> <p>Approved professional qualification relevant to the area of work (eg EngTech) or extensive practical experience of working within the service area, giving rise to a variety of technical skills and sound understanding of the standards, legal responsibilities, work practices and processes relevant to the role.</p> <p>Experience of supervising others within the same field of work</p> <p>Knowledge and understanding of technical standards, safe working practices and legislation for service areas.</p> <p>Ability to analyse designated areas of work and make decision to improve them.</p> <p>Ability to engage with businesses and partner agencies within the relevant codes of practice</p> <p>Ability to prepare &amp; present evidence clearly and confidently</p>

	<p>Ability to manage/organise own work to meet agreed deadlines</p> <p>Understanding and recognition of professional boundaries</p>
<b>Performance measures</b>	<b>Competencies</b>
<p>Quantifiable objectives ~ e.g. number of schemes delivered to programme and budget, quality of site records, etc</p> <p>Feedback from businesses, colleagues and partner agencies</p> <p>Key Performance Indicators (where available)</p> <p>Line manager assessment</p>	<p><u>Team Working</u> ~ cooperation and flexibility, sharing best practice to develop self and others</p> <p><u>Service user/ outcome focused</u> ~ delivery of service achievement of results through appropriate decision making, improvement of technical standards.</p> <p><u>Problem solving &amp; initiative</u> ~ develops solutions, makes links between identified potential issues and possible solutions.</p> <p><u>Planning &amp; Organising</u> ~ Prioritises work, organising work for self and others</p> <p><u>Business Awareness</u> ~ understands the role of others in relation to the impact on own role and recognises how decisions made in other areas can impact on their's.</p>

**JOB FAMILIES ~ Technical**

**Job Title: Senior Engineer**

**Level descriptor – Level 8 (200 know-how)**

<p><b>Role purpose:</b>                  Expected to undertake specialist or technical assessments/activities and make decisions within a service function using skills that would have be usually gained through academic or professional qualifications and practical experience. Typically roles at this level deliver a specific service, are part of a collaborative team responsible for professional activities within an overall service and are responsible for specific service developments. Roles at this level will often be involved in supervising/managing the work of others or their professional development within an overall management framework.</p>	
<p><b>Typical activities</b></p>	<p><b>Knowledge, skills &amp; experience</b></p>
<p>Manage the more complex cases and authorise work/remedial action and develop a framework for programmes of work to meet legislative requirements.</p> <p>Manage a caseload of technical projects or inspections and lead on organising all stages of scheme design and contract documentation including cost estimates so that schemes of work are implemented within budget forecasts and programmed dates.</p> <p>Ensure schemes and works comply with all relevant Health &amp; Safety legislation and associated Codes of Practice, authority policies and other relevant regulations, undertaking risk assessments and preparing Health &amp; Safety plans where necessary</p> <p>Assist in the development of policies and procedures relevant to service area.</p> <p>Prioritise, organise and control the investigation, identification and implementation of all maintenance and improvement schemes within the allocated work programme.</p> <p>Contribute to the supervision, management and development of others to improve service standards and delivery.</p>	<p>level 5 or above qualification and experience, relevant to the one or more of the service areas.</p> <p>Approved professional qualification relevant to the area of work (eg IEng) or extensive practical experience of working within the service area, giving rise to a variety of technical skills and sound understanding of the standards, legal responsibilities, work practices and processes relevant to the role.</p> <p>Experience of supervising others within the same field of work</p> <p>Knowledge and understanding of technical standards, safe working practices and legislation for service areas.</p> <p>Ability to analyse designated areas of work and make decision to improve them.</p> <p>Ability to draft scheme designs and evaluate costs.</p> <p>Ability to engage with businesses and partner agencies within the relevant codes of practice</p>

<p>Consult with other teams and Directorates within the council, other local authorities, statutory bodies and organisations to ensure that all interested parties are fully involved and informed of highway/water management schemes and that their interests are considered when producing a satisfactory design.</p> <p>Communicate effectively with contractors, colleagues and businesses, both verbally and in writing, through the appropriate use of case notes and other record keeping within information sharing protocols and record keeping policies.</p>	<p>Ability to prepare &amp; present evidence clearly and confidently</p> <p>Ability to manage/organise own work to meet agreed deadlines</p> <p>Understanding and recognition of professional boundaries</p>
<p><b>Performance measures</b></p>	<p><b>Competencies</b></p>
<p>Quantifiable objectives ~ e.g. number of projects managed , impact evaluation of service delivery, quality of records, etc  Feedback from businesses, customers, colleagues and partner agencies  Key Performance Indicators (where available)  Line manager assessment</p> <p>360 feedback from staff and colleagues  Performance of the team</p>	<p><u>Team Working</u> ~ cooperation and flexibility, Is able to give and receive constructive criticism and solicits ideas from others  <u>Service user/ outcome focused</u> ~ achievement of results through appropriate decision making, evidenced based investigations, etc  <u>Problem solving &amp; judgement</u> ~ develops solutions, makes links between identified potential issues and possible solutions, confident in making decisions within guidelines.  <u>Planning &amp; Organising</u> ~ Prioritises work, organising work for self and others to agreed deadlines  <u>Business Awareness</u> ~ Understands the contribution the role makes to the service and organisation as a whole and recognises how the actions of others impact on own role.  <u>Leadership Standards</u> ~ demonstrates the behaviours set out in the council's leadership standards.</p>

**JOB FAMILIES ~ Technical**

**Job Title: Principal Engineer**

**Level descriptor – Level 9 (230 know-how)**

<b>Role purpose:</b> Required to have significant post qualification experience to deliver specific work streams, provide technical advice and guidance to others (including other professionals) involved in specific service delivery and may have responsibility for managing resources within a team (budget and people).	
<b>Typical activities</b>	<b>Knowledge, skills &amp; experience</b>
<p>Be involved in direct service delivery and provide technical support for the most complex cases to develop and support colleagues in providing professional consultation, direction and support to team members on projects and be a role model for best practice.</p> <p>Propose and help implement service improvements within an integrated service plan to improve the outcomes for service users.</p> <p>Carry a case load of individual cases where the problems presented are consistently challenging and complex and require advanced levels of skill and knowledge.</p> <p>Undertake a designated specialist role within the team and be a lead specialist in at least one of the professional areas.</p> <p>Provide safety advice and oversee safety audit procedures in accordance with national guidelines and best practice.</p> <p>Undertake extensive project work leading multi-disciplinary teams and interact effectively with partners, stakeholders and other interested parties at senior level.</p>	<p>level 6 or above qualifications and experience , relevant to the service user group or equivalent experience to give an in-depth level of knowledge necessary to undertake the most complex cases.</p> <p>An approved professional qualification (eg IEng ) relevant to the area of work and practical experience of working within the technical service giving rise to a variety of technical skills and thorough understanding of the principles of the services available, work practices and processes.</p> <p>Significant experience of working with the most complex and challenging areas of the service.</p> <p>A comprehensive knowledge of legislation such as CDM, and professional codes of practice for the service area.</p> <p>Ability to collect and collate evidence and present findings in court as the acknowledged subject expert.</p> <p>Ability to manage/organise own work and that of colleagues to meet agreed deadlines</p> <p>Understanding of financial constraints and monitoring budgets</p>

<p>Provide evidence and represent North Somerset at Public Inquiries, Magistrates Court etc, and public meetings to ensure that the Council's position is properly presented for projects and cases within the post holder's responsibility.</p> <p>Undertake supervision of others and support their professional development including mentoring and support of designated staff, enhancing and developing competencies, disseminating research and best practice findings to improve the performance of the team</p> <p>Communicate effectively with regional partners, colleagues and businesses, both verbally and in writing to ensure the priorities of the council are taken into account.</p>	<p>Understanding and recognition of professional boundaries</p>
<p><b>Performance measures</b></p>	<p><b>Competencies</b></p>
<p>Quantifiable objectives ~ e.g. number of projects managed , impact evaluation of service delivery, quality of records, etc  Feedback from businesses, colleagues and regional agencies  Key Performance Indicators (where available)  Line manager assessment</p> <p>360 feedback from staff and colleagues  Performance of the team</p>	<p><u>Team Working</u> ~ Assists team members through mentoring and longer term assistance, encourages and empowers others, role model for others  <u>Service user/ outcome focused</u> ~ sets challenging goals for self and others and identifies opportunities and barriers and deals with them to achieve service delivery  <u>Problem solving &amp; judgment</u> ~ facilitates others to solve problems, breaks down complex issues into manageable parts and thinks through the implications of decisions  <u>Planning &amp; Organising</u> ~ Prioritises and organising work for self and others, makes plans to meet the longer term requirements of the service  <u>Business Awareness</u> ~ Understands the contribution the role makes to the service and organisation as a whole, thinks outside own area to appreciate the aims of other services.  <u>Leadership Standards</u> ~ demonstrates the behaviours set out in the council's leadership standards.</p>

**JOB FAMILIES ~ Technical**

**Job Title: Lead Engineer**

**Level descriptor – Level 10 (264 know-how)**

<p><b>Role purpose:</b> Responsible for leading on complex engineering projects, managing an engineering project team and ensuring service delivery through self and others. The postholder will be responsible for developing programmes of work and service and resource planning. He/she will be expected to proactively develop, implement and embed new ways of working. He/she will monitor and maintain service standards and proactively respond to programming and scheme issues.</p>	
<p><b>Typical activities</b></p>	<p><b>Knowledge, skills &amp; experience</b></p>
<p>Responsible for the supervision and direction of a small team of engineering staff.</p> <p>Ensure that engineering functions are delivered in accordance with the council's asset management plans, life of scheme framework, environmental and safety standards and within contractual arrangements.</p> <p>Work with managers and senior officers across the Highways and Transportation Group and Operations Division to ensure continuous improvement in the design and implementation of engineering practice. In addition, the postholder will support the Highway Contract Team to ensure robust management of the council's contractual arrangements.</p> <p>Ensure that highway schemes are delivered within acceptable financial margins and that the council's annual financial investment in the highway network delivers the best possible outcomes for North Somerset residents and businesses.</p> <p>Project lead on the most complex and high profile schemes in the works programme, liaising with the council's Chief Engineer and Engineering Team</p>	<p>An approved professional qualification (eg CEng) relevant to the area of work and practical experience of working with service user groups giving rise to a variety of technical skills and thorough understanding of the principles of the services available, work practices and processes.</p> <p>Significant post qualification experience in relevant work area to give knowledge and understanding equivalent to a further advanced qualification in the service area.</p> <p>Experience in service development and embedding improvements into work methodologies</p> <p>Practical experience in service delivery and in leading others to deliver the service.</p> <p>Significant knowledge and understanding of budgetary planning and control.</p> <p>Project management skills</p>

<p>Managers to design and secure technical solutions for the most complex schemes. To be the daily point of contact for engineering colleagues and the contractor where advice is required on more complex engineering practice and where solutions are required to resolve emerging issues. Undertake the role of Principal Designer in accordance with the provisions of the Construction and Design Management Regulations</p> <p>Contribute to the annual highways programming arrangements and the team/group service planning process. Ensure that programmes of work and teams plans are delivered on time, within financial frameworks and in accordance with quality standards.</p> <p>As one of the most senior engineering staff, the postholder will provide supervision to a small team of engineers. This will include conducting Monitor the design and delivery of schemes by his/her engineering team, ensuring that the output and outcomes of all team members are in line with agreed project/scheme milestones and providing relevant support to staff, keep appropriate records and escalate any capability or disciplinary issues to the Team Manager.</p> <p>To work across the Highways and Transportation and Operations Division to review arrangements, make recommendations and implement service improvements. Build consensus with staff across council services and with the contractor to ensure the successful delivery of change.</p> <p>Establish and maintain appropriate links with relevant professionals across the council, contractors and with colleagues in the sub-region, providing clarity on highway priorities and ensure seamless working with other council, sub-regional colleagues and contract personnel. Ensure proactive liaison with residents, businesses, town and parish councils and key partners such as the police and health.</p>	<p>Knowledge and understanding of technical protocols, environmental impact assessments, safe working practices and legislation to make decision.</p> <p>Ability to manage/organise own work and that of a team to meet agreed deadlines</p> <p>Understanding and recognition of professional boundaries</p> <p>Political awareness and the ability to be proactive in the delivery of the council's vision and priorities.</p>
<p><b>Performance measures</b></p>	<p><b>Competencies</b></p>

<p>Quantifiable objectives ~ e.g. team performance, impact evaluation of service delivery, quality of records, etc</p> <p>Feedback from service users, colleagues and partner agencies</p> <p>Key Performance Indicators (where available)</p> <p>Line manager assessment</p> <p>360 feedback from staff and colleagues</p> <p>Performance of the team</p>	<p><u>Team Working</u> ~ Develops team members and encourages and empowers others, delegates work to get the best from the team, demonstrates leadership skill</p> <p><u>Service user/ outcome focused</u> ~ sets challenging goals for self and others to achieve and improve service delivery</p> <p><u>Problem solving &amp; judgment</u> ~ facilitates others to solve problems, breaks down complex issues into manageable parts and thinks through the implications of decisions</p> <p><u>Planning &amp; Organising</u> ~ makes business plans to determine the work for self and others to meet the objectives of the service</p> <p><u>Business Awareness</u> ~ Understands the contribution the service makes to the organisation and partner agencies, thinks outside own area to appreciate the aims of other services.</p> <p><u>Leadership Standards</u> ~ demonstrates the behaviours set out in the council's leadership standards.</p>
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**JOB FAMILIES ~ Technical**

**Job Title: Team Manager**

**Level descriptor – Level 11 (304 know-how)**

**Role purpose:**

The Highways Service is responsible for the delivery of a wide range of statutory and non-statutory functions that directly impact upon the lives of the residents and the trading activities of businesses across North Somerset.

The Engineering Team Manager is responsible for managing a multi-disciplined team to ensure service delivery through self and others, developing the service business plan and associated resource planning. The post holder has management of an engineering team and service. The post holder has autonomy to make changes to programming, delivery and resourcing. He/she will undertake research and recommend changes to the strategic direction of the technical service areas that contribute to service improvements and developments.

The post holder is a full qualified profession with substantial post qualification experience, including the supervision and direction of others.

There are 6 FTE Engineering Team Management roles at North Somerset. The post holder will be responsible for delivering the typical activities detailed below and specifically will take on one of the following job roles:

- Highways and Environmental Asset Manager
- Highways Operations & Design Manager
- Flood Risk Manager
- Highways Electrical & ITS Manager
- Engineering & Design Team Manager (x2)

**Typical activities**

Under the general supervision of the Service Manager the post holder will manager a team (staff, consultants and Contractors) to deliver highway services, ensuring the council discharges its statutory obligations. These obligations arise through the council's formal decision making process as detailed in the Council Constitution and through our statutory obligations: For example, discharging of our financial regulations (detailed in the Council Constitution) and health and

**Knowledge, skills & experience**

An approved professional qualification relevant to the area of work (CEng) and practical experience of working with service user groups giving rise to a variety of technical skills and thorough understanding of the principles of the services available, work practices and processes.

safety at work requirements (Health and Safety at Work Act 1974 and the Construction and Design Management Regulations made thereunder)

Main responsibilities:

- The preparation, design and implementation of a programme of work and inspection regime
- Manage and develop the highway infrastructure to ensure the most cost effective use of resources and value for money
- Provide advice on policies and priorities for input in to council and partnership programmes (with contractors and sub-regional, regional partners, eg other local authorities)
- Investigate, evaluate and present technical justification and estimates for highway improvement and maintenance schemes
- To assist the Service Manager in the review and development of systems and procedures for effective customer engagement and improved working with other teams/services
- Undertake team planning and developments with the aim of improving performance; effective and efficient delivery and greater customer care and satisfaction
- Participate in the preparation of the Service Plan and complete and deliver on an annual team plan
- To provide leadership and direction on the council's vision, priorities and target operating model. To present this vision with confidence and enthusiasm and ensure that the council strategy and vision is embedded in service delivery and design
- Direct, lead, motivate, train and appraise a multi-disciplinary team of professional staff and participate in the development of partnerships to achieve the work programme and service delivery priorities in the most effective and efficient manner commensurate with the Council's standards and procedures, and best practice.

Significant post qualification experience in relevant work area to give knowledge and understanding equivalent to a further advanced qualification in the service area.

Experience in service development and embedding improvements into work methodologies

Practical experience in service delivery and in leading others to deliver the service.

Knowledge and understanding of budgets

Knowledge and understanding of technical protocols and legislation to make decisions about investigations and enforcement.

Ability to manage/organise own work and that of a team to meet agreed deadlines

Understanding and recognition of professional boundaries

<ul style="list-style-type: none"> <li>• Formulate, direct and control the management of resources and ensure sound financial control and financial planning</li> <li>• To prepare reports on transport and highway issues, and attend meetings of Council Committees and other statutory bodies.</li> <li>• Provide evidence and represent North Somerset at Public Inquiries, Magistrates Courts and other Hearings and public meetings to ensure that the Council's position is properly presented</li> </ul>	
<b>Performance measures</b>	<b>Competencies</b>
<p>Quantifiable objectives:</p> <ul style="list-style-type: none"> <li>• Delivery of agreed capital, revenue, inspection programmes (personal targets and that of the post holders' team)</li> <li>• Service planning – in accordance with agreed council timelines</li> <li>• Appraisals completed and reviews undertaken each year (in accordance with council wide scheme)</li> <li>• One to Ones undertaken</li> <li>• Number of compliments/complaints received about projects and schemes under post holders direct responsibility</li> </ul> <p>Qualitative:</p> <ul style="list-style-type: none"> <li>• Annual programming</li> <li>• Resource planning and prioritisation</li> <li>• Evidence of strategic planning</li> <li>• Programming of team work</li> <li>• Quality of record keeping</li> <li>• Evidence of a quality management approach to programming and delivery</li> <li>• Feedback from service users, colleagues and partner agencies</li> </ul> <p>Line manager assessment – through appraisal process and one to ones</p>	<p><u>Team Working</u> ~ Develops team members and encourages and empowers others, delegates work to get the best from the team</p> <p><u>Service user/ outcome focused</u> ~ sets challenging goals for self and others to achieve and improve service delivery</p> <p><u>Problem solving &amp; judgment</u> ~ facilitates others to solve problems, breaks down complex issues into manageable parts and thinks through the implications of decisions</p> <p><u>Planning &amp; Organising</u> ~ makes business plans to determine the work for self and others to meet the objectives of the service</p> <p><u>Business Awareness</u> ~ Understands the contribution the service makes to the organisation and partner agencies, thinks outside own area to appreciate the aims of other services.</p> <p><u>Leadership Standards</u> ~ demonstrates the behaviours set out in the council's leadership standards.</p>

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