

Role Profile

Part A - Grade & Structure Information

Job Family Code	7RT	Role Title	Parking Engineering Technician
Grade	PS7	Reports to (role title)	Senior Engineer (Parking)
		Directorate	Environment, Transport & Infrastructure
JE Band	228-268	Service	Highways & Transport
		Team	Parking & Traffic Enforcement
		Date Role Profile was created	May-17

Part B - Job Family Description

The below profile describes the general nature of work performed at this level as set out in the job family. It is not intended to be a detailed list of all duties and responsibilities which may be required. The role will be further defined by annual objectives, which will be developed with the role holder. The Council reserves the right to review and amend the job families on a regular basis.

Role Purpose including key outputs	<p>Proactively support the parking projects team in the development, design, implementation and maintenance of parking and traffic management schemes. The engineering technician will provide technical and design support to this team to ensure projects are delivered to time, quality and contract requirements and that safety and best practice standards are met.</p> <p>A key aspect of the role will be dealing with enquiries from the public and councillors as well as and setting up consultations about parking schemes to help ensure parking reviews are carried out on time and to budget.</p>
Work Context	<p>The Highways and Transport Service is responsible for managing traffic on the highway network including parking.</p> <p>The Engineering Technician will work along side and actively support the Engineers in the Parking Projects Team to assist with the parking review process and deal with enquiries about parking from a number of sources including councillors, other authorities and the public. The work will involve setting up web based consultations, analysing the results of these and helping to develop proposals in response. The role also involves helping to maintain and implement parking infrastructure, liaising with internal teams and external authorities in this process.</p>
Line management responsibility if applicable	None
Budget responsibility if applicable	None
Representative Accountabilities Typical accountabilities in roles at this level in this job family	<p>Planning & Organising</p> <ul style="list-style-type: none"> Plan and prioritise own work activities for the weeks ahead, to ensure operational efficiency. Respond effectively to changing demands, adjusting priorities as needed. <p>Policy and Compliance</p> <ul style="list-style-type: none"> Assist with work in a relevant technical or regulatory area in order that statutory and policy compliance is maintained. <p>People & partnerships</p> <ul style="list-style-type: none"> Respond to and resolve enquiries and problems, judging when to pass on complex queries or involve others, to provide an effective service and clear advice to colleagues and customers. Guide and/or supervise junior staff in their duties to facilitate their development and ensure service quality standards are maintained. Communicate and liaise with service users and/or external contacts, representing the team/service as required. <p>Resources</p> <ul style="list-style-type: none"> May assist in the management of a small budget or recovery of income.

	<p>Analysis, Reporting & Documentation</p> <ul style="list-style-type: none"> • Collate data, prepare reports/statistics to meet statutory/management information requirements. • Recommend improvements and support implementation to systems, processes and procedures, ensuring best practice is shared across the team. • Support, coordinate and undertake research into a variety of projects in the defined area of activity to support achievement of team's objectives. <p>Duties for all</p> <p>Values: To uphold the values and behaviours of the organisation.</p> <p>Equality & Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity.</p> <p>Health, Safety & Welfare: To maintain high standards of Health, Safety and Welfare at work and take reasonable care for the health and safety of themselves and others.</p>
Education, Knowledge, Skills & Abilities, Experience and Personal Characteristics	<ul style="list-style-type: none"> • Educated to A level, HNC or equivalent, or able to evidence ability at an equivalent level, and/or relevant vocational qualification (level 3/4 QCF). • Knowledge of relevant technical area including, where appropriate, relevant practical skills. • For some roles a relevant degree may be required. • Good IT skills, including MS Office and database management systems. • Good written and oral communication skills with the ability to build sound relationships with customers and explain technical issues to non technical people. • Ability to prepare and present reports in a logical and digestible format. • High level administrative, analytical and organisational skills. • Able to prioritise and plan own workload in the context of conflicting priorities and work on own initiative. • A methodical approach to information gathering, recording and reporting. • Typically previous work experience in a relevant environment.
Details of the specific qualifications and/or experience if required for the role in line with the above description	<p>Educated to A level, Ordinary National Certificate (ONC) engineering qualification or non-engineering degree and a minimum 2 years relevant experience.</p> <p>Evidence of ongoing personal and professional development.</p> <p>A good working knowledge of parking regulations and traffic management practice.</p> <p>Full valid car driving licence.</p>
Role Summary	<p>Roles at this level typically provide specialist support services. Many will possess technical rather than professional expertise in the main disciplines. There will be minimal day-to-day supervision, but clear guidance will be available. The roles will plan for the weeks ahead and prioritise to accommodate non standard work. They often require understanding of complex procedures and support systems, and the ability to allocate workload and react to changing priorities. Although most work will follow established patterns, initiative is needed to handle processes and resolve problems and queries based on experience and judgement, mainly without reference to others. These roles may work alone instead of as part of a team, or the system or process used may require more specialist knowledge or experience. Graduate trainees start at this level.</p>
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