

**Job Description**

**Job Title:** Technician

**Salary Grade:** Grade 2 (SCP 15-17), 4 (22-25) or 6 (28-31)

(Starting grade dependant on relevant skills & experience)

**Job Family:** Regulation and Technical

**Job Profile:** Either RT2, RT3 or RT4S (depending on starting grade)

**Directorate:** Economy & Place

**Work Environment:** Office and Site

**Reports to:** Engineer

**Number of Reports:** Varies depending on grade

**Requirements:**

The role of a civil engineering technician is to assist engineers in the planning, design, building or maintenance of large infrastructure and road safety schemes.

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| **Grade** | **Profile** | **Purpose** | **Evidence** |
| **2** | **RT2** | To undertake technical work, as part of a supervised team, to defined standards and codes of practice and provide a quality and efficient service to customers | Requirement to be numerate and literate with an engineering ability usually measured by: -appropriate A levels, NVQ/ BTEC level 3, ONC/OND or through demonstration of work based competence, completion of a minimum period of 2 years civil engineering apprenticeship. |
| **4** | **RT3** | To undertake technical work, as part of a supervised team, to defined standards or codes of practice and providing a quality and efficient service to customers. | HNC in Civil Engineering or equivalent assessed level of competency though interview/tests. |
| **6** | **RT4S** | To co-ordinate and evaluate the technical support, design and development activities of a number of specialist employees whilst personally providing a technical contribution towards service delivery. | HNC in Civil Engineering or equivalent level of competency plus a minimum period of three years relevant experience assessed through interview/tests. |

**Key Responsibilities (Generic):**

The technician role within the Economy and Place directorate has a number of responsibilities that are generic, which can be readily transferred across the various disciplines. Enabling staff to gain the knowledge and experience necessary to advance to a higher graded technician post and eventually achieving an engineering position. The following details the experience and knowledge required to satisfy the requirements of the various levels of responsibility.

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| **Role Accountability** | **RT2** | **RT3** | **RT4S** |
| |  | | --- | | Service Delivery | | Collate process and summarise information to assist a technical solution.  Undertake technical and administrative activities in support of the technical programme. | Undertake activities or technical work to create solutions within given guidelines.  Ensure compliance with statutory, regulatory, legislative and technical standards. | Undertake and supervise technical support, design and development work.  Review and assess situations to ensure compliance with relevant regulations, codes of practice and specifications.  Where appropriate recommend corrective action to ensure compliance. |
| Customer Service | Assist in the provision of advice and guidance to others. | Provide advice and guidance to customer in relation to on-going work and any implications. Respond to customer requests, queries and complaints. | Manage enquiries from the general public or customers and provide advice and guidance on issues. |
| Multi Agency and Partnership Working | Assist the team to develop working relationships with others. | Develop working relationships with others. | Develop and maintain effective working relationships with partners and third parties. |
| Risk Management | Assist the team in the process to identify and assess risks and hazards. | Identify and assess risks and hazards, producing work method statements and risk assessments for approval. | Undertake and authorise risk management assessments in accordance with statutory regulations and codes of practice. |
| Advice and Guidance | Assist in the provision of technical advice to others. | Assist in the provision of technical advice to a wide range of customers to ensure compliance with regulations and legislation. | Provide technical and general advice to a wide range of customers to ensure compliance with regulations and legislation. |
| Records and Reports | Gather and verify information as instructed to prepare data for analysis.  Compile reports and summarise data using relevant service area documents.  Undertake basic validation of data or submissions against defined regulatory requirements. | Identify, collect, collate and analyse information.  Compile reports using relevant service area documents and complete records as required. | Compile information and present reports for consideration and action by managers or senior officers. |
| People Management | Plan and organise own workload under the guidance of senior staff. | Plan and organise own workload under the guidance of senior staff. | Plan and organise own workload and advise, motivate and manage the performance of a number of specialist employees. |
| Nature of Contacts and Relationship -who and the nature of the communications | Team – undertake technical and administrative activities to support the technical programme.  Supervisor – receive and undertake work instructions.  Customer and general public – advise and respond to queries or complaints. | Team – share information and discuss issues.  Supervisor – receive and undertake work instructions.  General public – receive and respond to queries and complaints, gather information, provide advice and guidance and engage in consultation.  Contractors and suppliers - to undertake work on behalf of the Council. | Team – maintain effective working relationships with other team members by sharing information, providing support and resolving problems.  Supervisor – receive and undertake work instructions.  General public – receive and respond to queries and complaints, discuss problems and possible solutions.  External - may be required to represent the Council at tribunals or a Court of Law. |
| Working Environment Context (disruption, physical, disagreeable, health and safety aspects) | Primarily office based but may be required to undertake site visits.  Site visits undertaken in line Council health and safety guidelines.  May involve contact with challenging customers or situations.  May involve lone working. | Mainly office based but will involve site visits which may include unpleasant environments.  Site visits undertaken in line with Council and Health and Safety guidelines.  May deal with difficult situations and potentially challenging customers. | Primarily office based but may involve working outside.  Required to undertake site visits in line with Council health and safety procedures.  May deal with potentially challenging members of the public. |
| Procedural Context (creativity, discretion, impact) | Work tasks defined and working under regular supervision within the context of the assigned work programme.  • Very limited discretion. | Working under general supervision, guidelines, procedures and instructions.  Set working methods, with some discretion to modify these methods in exceptional circumstances. | Working to defined standard procedures.  Some initiative required. |
| Planning Requirement | Organise own workload to complete tasks and activities within the given timescale. | Organise own workload in line with the Team, customer requirements and inspection schedule. | Required to organise own workload to achieve the required timescales. |
| Key Facts and Figure Ranges | No budgetary responsibility.  No supervisory responsibility | No budgetary responsibility. Small to medium projects.  Regulation and basic technical work.  No supervisory responsibility. | No budgetary responsibility. Responsibility for supervising up to 40 FTE employees. |

**Key Responsibilities (Role variations):**

As stated previously, the technician role has a number of generic responsibilities but beyond that there are likely to be subtle variations to the individual roles that are service/team specific, which are not covered by the generic responsibilities. Technicians should be aware of these variations but not necessarily be experienced in them (see Key Responsibilities - Role variations below).

**Asset & Network Management**

Help to ensure the expeditious movement of all modes of traffic, (including pedestrians and cyclists) on Sunderland’s highway network and that its condition is kept in a safe and serviceable condition. Delivered through the following functions:

* Understanding of the Traffic Management Act and how elements of the act allow the service to influence network operation and maintenance activity. Where possible the candidate should gain experience of the processes relating to street work notices or skip permits.
* Experience of the statutory processes relating to Traffic Regulation Orders and other related orders within the highway. Knowledge should be gained on the mechanisms employed to define order extents, the definition of descriptions, content of notices legal process relating to provision and consultation requirements.
* To understanding and apply of the feasibility process in relation to requests for service. Undertake varied responses on requests for network improvement from the general public or council members.
* Gain experience of highway inspections and defect identification and assist in developing protocols.
* Gain experience of public rights of way and cycle route development
* Developing priorities for maintenance
* Gain experience and proficiency in the use of AutoCAD and GIS applications
* Administer Skips/Scaffolds/Cherry pickers/ Street café licences etc.
* Develop experience in the supervision and management of abnormal load movements
* Implement emergency road closures following Police requests or times of major/local emergency.
* Gain and proficiency in providing traffic management advice and support for major events across the city.
* Help maintain the highway network via sustainable means.
* Preparing and consulting on the prioritised, planned Highway Maintenance Programme.
* Gain experience and proficiency in Traffic Signals– Upgrading of existing or new traffic signals or pedestrian crossing.

**Infrastructure & Commercial**

Gain an understanding of the principles of Highway and Traffic Engineering in terms of feasibility; design and supervision of schemes. Taking part in the processes that allows the delivery of various civil engineering projects from inception through to implementation, which should include one or more of the following specialisms:

• Traffic signals,

• Traffic signing,

• Bus priority,

• Cyclists / pedestrian schemes;

• Road safety engineering including road safety audits.

* Undertake a design including site investigation, design, assessment (include cost estimate) and reporting using of appropriate engineering standards, transport engineering specifications and bill of quantities.
* Gain an understanding of Highway adoptions process through S38 and S278 processes. This may include review of proposals against design standards, developing bond fee estimates and building relationships with external developers.
* Gain an understanding of contractual issues for the preparation of a tender / contract.
* Gain an understanding of Health and Safety and CDM issues within the industry.
* Assist in design or bridge inspection
* Assist in Design or inspect sea defences.
* Gain experience of the application of Building regulations
* Bridges – Help to maintain all bridges and highway structures, which includes retaining walls subways and culverts to ensure they are fit for purpose and safe for use.
* Highways and Building Structures – Assist in the inspection and structural assessment of buildings to be refurbished or having defects including fire damaged and dangerous buildings. Structural design of new buildings including schools and fire stations. Checking structural compliance of Building Regulation submissions.
* Flood and Water Management – Help to investigate all flooding incidents.
* Updating the Asset Flood Risk Register.
* Providing comments as a statutory consultee for all Major Planning Applications.
* Water Course Consents.
* Exercising flood or coastal erosion risk management

**Transportation Development**

* To gain an understanding of the principles of Transportation within land use planning i.e. be aware of statutory documents such as the new Planning Act and national (PPG's/PPS’s) and local policy (LDF’s/UDP's/Local Plans). Where possible the candidate should seek to attend a Public Inquiry.
* To gain experience and understanding of the principles of Sustainable Travel in land use planning, including experience of assessing pedestrian, cycling and public transport access to a site and the development of a Travel Plan Framework.
* To understand the role that transport planning plays in the development and enactment of land use and development strategies in towns, cities, regions and nations.
* To understand the sustainable transport agenda, including the issues of accessibility analysis and social exclusion in respect of people without access to a private car.
* To understand the mechanisms by which transport projects are funded, the elements of a typical scheme appraisal and the Local Transport Plan process that exists for all English local authorities understanding of freight transport.
* Gain an understanding of Road safety, potentially including the analysis of accident statistics, accident remedial schemes and Road Safety Audit.
* Help to develop, prepare and deliver a programme of road safety education, training and publicity throughout the City.
* Assist in the management of the School Crossing Patrol Service including recruitment and selection, sickness monitoring meetings, induction training, probationary reviews and arrange and carry out re-training sessions for all patrols on a regular basis to update them on new guidelines and other related information.
* Assist in the management of the Child Pedestrian training programme and the Bikeability / Bikeability Plus programme of works.
* Assist in preparation of risk assessments for all services and staff in Road Safety. Review and assess the revision of risk assessments.
* Provide advice on road safety matters to internal and external customers including advice and information required by the planning process.
* To assist in the development of programmes and activities to influence road user behaviour in pre-school, primary and secondary schools.
* Gain an understanding of the Development Planning process, through generating responses to planning applications or commenting on design layouts for developments.

**Highways operations**

Work closely with the client functions in Infrastructure and Commercial and Asset Network Management to undertake a comprehensive range of construction work, from drainage repairs to new road and junction construction. Provide value for money services for the Council and develop a commercial arm that sells a number of services to private companies as well as other public authorities. Working to a range of Council policies, the services include the delivery of:

* New carriageways, footways and cycleways;
* Pedestrianised areas;
* Signalised junctions;
* Pedestrian crossings;
* Traffic calming schemes;
* Access roads;
* Road widening;
* Car parks;
* Foul and surface water drainage;
* Highway maintenance; and
* Highway structures maintenance.

**General**

* Carry out duties with full regard to the Council’s Equality policies, Code of Conduct and all other Council policies.
* Comply with the Council’s Health and Safety policy, rules and regulations and with Health and Safety legislation.
* Comply with the principles and requirements in relation to the management of Council records and information, respect the privacy and personal information held by the Council, comply with the Council’s information security standards and requirements in relation to the management and handling of information and use Council information only for authorised purposes.
* The post holder must comply with the principles of the Freedom of Information Act 200 in relation to the management of Council records and information.
* To comply with the principles and requirements of the Data Protection Act 2018 and GDPR in relation to the management of Council records and information, and respect the privacy of personal information held by the Council