

CROYDON COUNCIL

ROLE PROFILE AND PERSON SPECIFICATION

DIRECTORATE: Place

DIVISION: Sustainable communities

JOB TITLE: **Street Lighting Monitoring Engineer**

ROLE PROFILE

Job Title:	Street Lighting Monitoring Engineer
Directorate:	Place
Division:	Sustainable Communities
Grade:	Grade 9
Hours (per week):	36
Reports to:	PFI Contract Manager
Responsible for:	No direct line management
Role Purpose and Role Dimensions:	To provide effective Contract Monitoring of the Service Provider's performance against specified performance standards to ensure the effective delivery of the joint 25 year PFI contract with Croydon and Lewisham. The post holder will support the PFI Contract Manager in relation to the management and monitoring of the Street Lighting PFI contract.
Commitment to Diversity:	The council has a strong commitment to achieving equality of opportunity in its services to the community and in the employment of people. It expects all employees to understand, comply with and promote its policies in their own work, undertake any appropriate training to help them to challenge prejudice or discrimination.
Key External Contacts:	▪ Elected Members from both Boroughs ▪ Contractors ▪ Distribution network operator (UK Power networks) ▪ Members of the Public and residents from both boroughs ▪ Tramlink ▪ Emergency Services ▪ Utility Companies ▪ Street Inspectors ▪ Other Council officers ▪ London transport ▪ Local Traders ▪ Local Residents Associations ▪ Agencies

- Supplier Representatives
- Health and Safety Executive (HSE)
- London Technical Advisers Group (LoTAG)
- Transport for London (TfL)
- Institute of Lighting Professionals (ILP)
- Government bodies (OFGEM)
- London Lighting Engineers Group (LoLEG)

Key Internal Contacts:

- The Service Provider (as an integrated street lighting Council services agent)
- Highways management
- Both Council's Departmental Employees
- Planning regeneration and conservation team
- Housing Department
- Both Authorities' Highways departments
- Both Authorities' Contact Centres
- Other employees within both Authorities

Financial Dimensions:

- The agreement of measurements, accounts, and final invoices in line with Schedule 16 rates, including inputting data on to the computer system.
- The provision of financial estimates for work to be carried out.
- Raising Minor Works Orders and liaise with officers in both boroughs for financial settlements, i.e. Purchase orders, Cost Codes etc.
- Prepare financial adjustments in-line with the Performance Mechanism of the contract and arrange necessary meetings.

Key Areas for Decision Making:

- To prioritise workload daily to ensure that work required is completed on time.
- Decide the course of action to take to ensure problems are rectified in a timely manner, whilst protecting the Councils' interests and financial position.

Other Considerations:

- Identify any amendments to contracts, specifications, drawings, bills of quantities and schedules of rates for new installations and for alterations and maintenance to existing street and public lighting.
- Arrange and attend site meetings regarding projects and work schemes.
- Assist in preparation of Cabinet/Committee reports.
- Organise and minute regular meetings with directors of suppliers, maintenance and installation contractors, staff, Members, senior officers, local business groups and professional bodies.

- Collate information necessary to substantiate any local indicators or national performance indicators and adherence with the Citizen's Charters/Council's Strategies/Policies and to take action to maintain compliance with such. Implement Best Value review recommendations.
- May require use of computer display equipment for several hours daily.
- May be required to amend working hours to suit the role requirements

Is a satisfactory disclosure and barring check required?
[\(click here for guidance on DBS\)](#)

No

What level of check is required?

Is the post politically restricted
[\(Click here for guidance on political restriction\)](#)

No

Is the post exempt from the Rehabilitation of Offenders Act (ROA) 1974
[\(Click here for guidance on ROA \)](#)

No

Key Accountabilities and Result Areas:

Key Elements:

Contract Management

- Assist with the development of monitoring systems and use them to monitor the Service Provider's performance against specified standards and ensure the effective delivery of the PFI contract; including the production of management reports relating to the performance, quality, efficiency and the cost effectiveness of the service.

Contract Monitoring

- Undertake random checks and inspections to ensure that the Service Provider's performance is being reported accurately.
- Monitor the Service Provider's on-going performance and

service delivery, ensuring that day-to-day service standards and quality assurance systems are maintained through day-to-day contact with the Service Provider.

Reporting Performance

- Assist in the agreement of payments/deductions with the Service Provider in accordance with the performance standards set out in the payment mechanism.
- Assist the PFI Contract Manager to prepare papers and reports for the Head of Capital Project, Council Committees, and other bodies.

Service Improvement

- Ensure that measures are implemented for improving service delivery when required, and monitor the Service Provider's approach to rectifying non-compliance.
- Undertake business planning with the PFI Contract Manager, looking for opportunities to enhance delivery and improve value for money.

Liaison & Communication

- Effectively communicate with the Service Provider, managing disputes and defaults where necessary on a day to day basis.
- Ensure that the Service Provider is communicating with all necessary stakeholders in an effective and timely manner.
- Liaise with the Service Provider in respect of co-ordination and prioritising of work programmes.

Confidentiality

- Treating all information acquired through employment, both formally and informally, in confidence. There are strict rules and protocols defining employee access to and use of the council's databases. Any breach of these rules and protocols will be subject to disciplinary investigation. There are internal procedures in place for employees to raise matters of concern regarding such issues as bad practice or mismanagement.

Data Protection

- Being aware of the council's legal obligations under the Data Protection Act 2018 (the "2018 Act") and the EU General Data Protection Regulation ("GDPR") for the security, accuracy and relevance of personal data held, ensuring that all administrative and financial processes also comply.

- Maintaining customer records and archive systems in accordance with directorate procedures and policies as well as statutory requirements
- Treating all information acquired through employment, both formally and informally, in accordance with the **Workforce Data Protection Policy**.

There are strict rules and protocols defining employee access to and use of the council's databases. Any breach of these rules and protocols will be subject to disciplinary investigation. There are internal procedures in place for employees to raise matters of concern regarding such issues as bad practice or mismanagement.

Contribute as an effective and collaborative team member

This will involve:

- Participating in training to demonstrate competence.
- Undertaking training as required for the role.
- Participating in the development, implementation and monitoring of service plans.
- Championing the professional integrity of the service.

Equalities and Diversity

- The council has a strong commitment to achieving equality of opportunity in its services to the community and in the employment of people. It expects all employees to understand, comply with and promote its policies in their own work, undertake any appropriate training to help them to challenge prejudice or discrimination.

Health and Safety

- Being responsible for own Health & Safety, as well as that of colleagues, service users and the public.
- Employees should co-operate with management, follow established systems of work, use protective equipment and report defects and hazards to management.
- Managers should carry out, monitor and review risk assessments, providing robust induction and training packages for new and transferring staff, to ensure they receive relevant

H&S training, including refresher training, report all accidents in a timely manner on council accident forms, ensure H&S is a standing item in team meetings, liaise with trade union safety representatives about local safety matters and induct and monitor any visiting contractors etc, as appropriate.

Person Specification

Job Title:	Street Lighting Monitoring Engineer, Place
Essential knowledge:	10 years' relevant experience in Street Lighting or other Civil Engineering related background. New Roads and Street works Act (NRSWA) and Traffic Management Act (TMA) trained.
Essential skills and abilities:	The ability to assist the PFI Contract Manager in monitoring the Service Provider's ongoing performance and service delivery, ensuring that service standards and quality assurance systems are maintained with the Service Provider. The ability to analyse management information to establish the performance of the Service Provider. The skills and ability to identify risk, and manage risks where risk remains with the Authority, or is shared by the Authority and the Service Provider. The ability to carry out the duties and responsibilities in accordance with the Authority's Health and Safety Policy, and the relevant Health and Safety Legislation. The skills and ability to communicate effectively with the Service Provider, and the ability to effectively manage and resolve disputes and defaults. The ability to understand and adhere to the Council's Quality Standards and Policies, Acts of Parliament, Statutory Instruments, Standing Orders, Service Departmental Office Manuals, Financial Regulations, and the Contract Management and Administrative systems and procedures.
Essential experience:	Previous experience of monitoring a contractor's performance with the use of Management Information Systems. Previous experience of implementing measures to improve service delivery on an ongoing basis. Previous experience of Health and Safety Legislation associated with the area of work. Previous experience of working to Quality Standards and Policies, Acts of Parliament, Statutory Instruments, Standing Orders, Service Departmental Office Manuals, Financial Regulations, and Contract Management and Administrative systems and procedures.

Previous experience of managing and effectively implementing changes in legislation in relation to the National and International Traffic and Engineering policies, trends and initiatives.

Special conditions:

Occasional attendance will be required at evenings and weekends. The service may require varied working hours in order to suit the requirements.

Ability to travel quickly and efficiently around both boroughs to various sites.

Attend meetings and other duties outside normal working hours.

Possession of necessary certifications to work including, G39, Street Works Qualification Registration.

Must be prepared to work outdoors in various weathers, with live traffic, noisy environments.