

Role Title	Technical Project Officer
Job Family	Neighbourhoods and Environment
Competency Level	All Colleagues
Scale	Scale 4
<p>Purpose</p> <p>The London Borough of Waltham Forest is widely recognised as a pioneering borough in the delivery of sustainable transport infrastructure.</p> <p>Over the past decade, we have led the way in implementing innovative walking and cycling schemes, public realm improvements, and active travel initiatives that have transformed how people move around our streets.</p> <p>As part of our commitment to tackling the climate emergency, we are working towards an ambitious target for 80% of journeys in the borough to be made by walking, cycling or public transport by 2030.</p> <p>The Technical Project Officer will play a key role in supporting the planning, design and delivery of these infrastructure schemes, helping to create safer, greener and more accessible streets for everyone.</p>	
Generic Accountabilities	End Results/ Outcomes
Technical drawing / design	Drawings and designs are produced to required standards and support effective delivery.
Site visits, inventories, analysis and reporting	Site data is accurately recorded and reported to inform design and delivery.
Surveys and data procurement, analysis and reporting	Survey data is collected, analysed and reported effectively to support project evaluation.
Construction Design Management (CDM) assistance	Work is carried out in a way that is safe and without risks to health.
Procurement assistance	Procurement processes are supported efficiently and in line with Council policies.
Traffic Order reconciliation	Traffic Orders are accurately tracked, reconciled and updated in line with project requirements.

Engagement / Consultation assistance	Events and consultations are well-organised, inclusive, and positively received by stakeholders.
Stakeholder engagement assistance	Strong relationships built; stakeholders are informed, involved, and supportive of project goals.
Data/response analysis and reporting	Data is accurately analysed and presented to inform decision-making and project delivery.
Finance assistance	Financial records and processes are accurate, timely, and compliant with Council procedures.
Purchase order management	Purchase orders are raised and tracked accurately to support timely delivery.
Invoice processing / Goods receipting	Invoices and goods receipting are processed promptly and accurately.
FOI coordination and resolution	FOI requests are responded to accurately and within statutory timeframes.
Complaints and correspondence coordination and resolution	Timely and professional responses provided; issues resolved or escalated appropriately.
Act in accordance with all policies and procedures which apply to the job and understand the reasons for this.	All policies and procedures are complied with.
Job Specific Accountabilities:	
Support the day-to-day administration and delivery of key sustainable transport infrastructure schemes	Projects are delivered on time, within budget, and are well-received by residents and businesses.
Manage correspondence databases and coordinate responses to general correspondence, FOIs, Petitions, Stage 1	Correspondence is logged, tracked and responded to accurately and within required timeframes; stakeholders are kept informed.

and 2 complaints, MP enquiries and Councillor enquiries	
Manage finance systems, processing and coordinating Purchase Orders, Invoices and producing financial reports	Financial processes are completed accurately and on time; reports support effective budget monitoring and decision-making.
Assisting with project engagement and consultation. Managing and organising public events.	Engagement activities are inclusive, well-attended and positively received; feedback is captured to inform project development.
Detailed consultation response analysis and reporting	Consultation data is analysed and presented clearly to support evidence-based decision-making.
Attendance at public meetings, council meetings, Ward Forums, Public Consultation exhibitions and drop-in sessions	Meetings are attended professionally; feedback and insights are captured and shared with relevant teams.
Procurement, analysis and reporting of project data and surveys	Data is procured and analysed effectively to support project planning, delivery and evaluation.
Undertaking scheme technical design in conjunction with senior engineering staff, producing detailed drawings via AutoCAD	Technical designs are accurate, compliant with standards, and support successful project delivery.
Assistance with various elements of procurement, including production of procurement documents and facilitating the overall procurement process	Procurement documentation is prepared accurately and on time; processes are compliant and support timely delivery.
Communicate effectively in speech and writing, including drafting reports and dealing with correspondence in relation to sustainable transport and public realm schemes.	Accurate and informative reports are produced. Service users express satisfaction with service provided.
Prepare materials and take part in public consultation and engagement sustainable transport and public realm schemes.	Engaging materials are produced that are well-received by service users.
Prepare documents as and when required for meetings and presentations.	Accurate and informative documents are produced.
Carry out such other duties and tasks, which may be assigned from time to time to meet the needs of the service.	Service delivery as required.
Nature of Contacts	
Involves supporting officers to ensure a successful service	

May involve direct contact with members of the public including dealing with challenging situations where influence may be needed.

Liaise with and/or advise senior members of staff regarding service issues, problems and processes.

Deal with people at all levels confidently, sensitively and diplomatically.

Procedural Context

Act within guidelines and standard procedures with discretion to allocate or otherwise organise work to meet service delivery requirements. Works within laid down procedures but needs to deal with day-to-day problems without always referring to others.

Decisions will be made based on Council procedures.

This post demands a high level of flexibility, a positive attitude and ability to adapt to changes due to service needs.

Occasionally the post will be expected to work from other locations.

Key Facts and Figures

Predominantly based at Low Hall Depot, Leyton, E10 7AS.

This post is predominantly office based (3+ days per week) and 2 days per week home working, with some on-site working.

Occasional evening and weekend working may be required.

Resourcing

Budget Responsibilities: N/A

Supervisory Responsibilities: N/A

Knowledge, Skills and Experience

- Demonstratable interest in sustainability, transport and/or climate change.
- Experience of having worked in a fast paced, customer-focused environment.
- Good knowledge and application of IT systems and software packages.
- Ability to work with minimal supervision, using problem solving skills and initiative to provide a customer-focused support service.
- Excellent levels of literacy and numeracy.
- Ability to work flexibly, balancing competing priorities and meeting deadlines whilst understanding the needs, timescales and deadlines of others.
- Ability to deal diplomatically and confidentially with a wider range of stakeholders internally and externally.
- Ability to identify improvements to processes and systems and to share the recommendations with the wider team.
- Ability to produce a reasoned report on a relevant subject.
- Ability to think logically and demonstrate numeracy.
- Ability to complete work within specified timescales and budgets.

- High level of flexibility, a positive attitude and ability to adapt to changes.
- Clear communication skills.
- Ability to build strong relationships.
- Willingness to learn new skills, processes and systems as appropriate to the role.

Indicative Qualifications

- Degree or equivalent or vocational qualification in relevant subject or area
- Minimum 5 GCSEs at Grade 4/C including Maths and English.

The above profile is intended to describe the general nature and level of work performed by employees in this role. It is not intended to be a detailed list of all duties and responsibilities which may be required. This role profile will be supplemented and further defined by annual objectives, which will be developed in conjunction with the post holder. It will be subject to regular review and the Council reserves the right to amend or add to the accountabilities listed.