

JOB DESCRIPTION

Job title	Policy & Projects Apprentice
Directorate	Environment and Neighbourhoods
Service	Transport and Highways
Team	Transport Projects
Grade	Grade C - Equivalent to Level Four Apprentice of the Institute for Apprenticeships and Technical Education programme

DBS Check Required	Enhanced with Children's Barred List
Justification for DBS	Regulated Activity with Children
Politically Restricted	No

Responsible to:	Transport Projects Manager
Employees directly supervised (if applicable):	None
Organisational structure chart (job titles only, no employee names)	

<p>Chief Executive</p> <p>Executive Director for Environment and Neighbourhoods</p> <p>Director of Highway and Regulatory Services</p> <p>Head of Transportation and Highways</p> <p>Transport Projects Manager</p> <p>Policy & Projects Apprentice</p>

1. JOB PURPOSE:

To help investigate, manage and monitor small to medium projects and programmes relating to sustainable travel, traffic and road safety schemes, based in the Transportation and Highways Service.

As an apprentice you will become an important part of our Council's work. You will, over time, work in varied areas across diverse projects, providing solutions to a range of people and issues. You will work with a range of internal and external stakeholders including our residents.

Your apprenticeship programme will help you grow in your role and gain valuable skills and experiences for your current and future work. You will spend 20 percent of your working hours gaining skills and knowledge to work towards [Associate Project Manager](#) Level 4 apprenticeship standard. This will typically include attending workshops, on-line learning, webinars, coaching or shadowing.

Note: The duration of this role is 30 months, which is the typical length of the apprenticeship programme.

At the end of the apprenticeship, you would have achieved two qualifications:

- Level 4 Associate Project Manager apprenticeship qualification
- IPMA Level D qualification or APM Project Management Qualification.

2. DESCRIPTION OF DUTIES:

1. Support the planning, delivery and reporting of public consultations on small to medium sustainable travel, traffic and road safety schemes, including helping design consultation materials and web pages.
2. Assist with managing the financial monitoring of Local Implementation Plan (LIP) and Neighbourhood Community Infrastructure Levy (NCIL) funded schemes and traffic survey expenditure, including helping manage activity on Transport for London's LIP funding portal.
3. Support the planning and organisation of all administration activity associated with the Service including project governance, school travel plan monitoring and maintaining the traffic survey databases.
4. Assisting with technical tasks including drawing up simple plans, drafting street notices, helping mark out on-street changes, and providing transport and highways-related updates on the Council's GIS map system.
5. Assist with extraction, analysis and reporting on traffic and road safety related data including traffic surveys, road collisions, traffic congestion and make recommendations for appropriate changes such as shaping our future pedestrian crossing programme.
6. Support the School Travel Coordinator with promotion of TfL's Travel for Life scheme, working with school staff and pupils.
7. Respond to transport related queries, provide advice on service requests and help devise appropriate and proportionate solutions.

8. Responsible for general administrative support, such as monitoring and triaging requests in the Service's generic email inboxes.

The duties and responsibilities outlined in this job profile are indicative of the role, however they are not exhaustive and may be subject to change. In addition, you will be required to undertake other reasonable duties as directed by your manager.

SELECTION CRITERIA/PERSON SPECIFICATION

Conditions to Note:

The person specification outlines the essential requirements the post holder or applicant must meet to fulfil the role and the duties outlined.

Candidates:

When completing your application form, please address your answers directly to each of the selection criteria below. This enables the panel to assess your ability to meet each criterion. It is essential that you give at least one example of your ability to meet each of the four Values and Behaviours: Putting Communities First, Respect, Integrity and Working Together.

Recruiting Managers:

The following values and behaviours are essential criteria in each post and must be addressed directly by candidates. The Guidance Notes on values and behaviours for managers give example questions to probe candidates in the interview and application stages of the recruitment process.

Resilience:

We encourage staff to assist the council during a significant emergency response which will focus on meeting the needs of residents. This may necessitate staff involvement, and in exceptional circumstances, could involve redeployment to support the emergency response.

Informed by our learning from the Grenfell tragedy, senior managers (Head of Service and higher) are expected to play an active coordination and leadership role in the Council's broader emergency response efforts during major or serious incidents. This includes arranging urgent resources from their own services and rallying staff teams to help residents during their time in need.

Values & Behaviours

The Royal Borough of Kensington and Chelsea have identified four key behaviours and values that should be demonstrated by all council employees. Successful candidates will show the ability to meet these behaviours.

A	Equal Opportunities Demonstrate an understanding of and commitment to Council policies in relation to Equal Opportunity, Customer Care and service delivery, and the ability to implement these policies in the workplace.
B	Qualifications/Training/Certificates A pass in English and Maths at Level 1 or above GCSEs or equivalent. Please note: Level 2 English and Maths will need to be achieved, if not already, prior to taking the end point assessment (EPA) for your apprenticeship.

C	<p>Skills, knowledge and experience</p> <ul style="list-style-type: none"> • IT skills especially in Microsoft Office and data analysis software • Ability to extract, interpret and present data • Good attention to detail and highly thorough • Ability to work under pressure and to tight deadlines • Collaborative and effective as part of a team • Ability to work across all teams within the Service • Ability to successfully progress multiple initiatives simultaneously • Strong interpersonal skills • Capable self-starter • Evidence of emerging skills in problem-solving and identifying and communicating potential solutions • Demonstrates drive and a clear commitment to achieving results and improving performance. • Strong verbal and written communication skills and the ability to interact professionally at all levels • Demonstrates an understanding of budgeting, financial management and cost control • An interest in improving our streets and public realm and promoting sustainable travel.
----------	--

OUR VALUES AND BEHAVIOURS

Our values and behaviours underpin everything we do.
They guide our interactions with residents, businesses, visitors, partners and each other.
They are also a measure of how well we've done.

Our Values & Behaviours	
D	<div style="border: 1px solid black; border-radius: 10px; background-color: #00AEEF; color: white; text-align: center; padding: 5px; margin-bottom: 10px;"> PUTTING COMMUNITIES FIRST </div> <ul style="list-style-type: none"> • We put local people at the heart of decision making in everything we do. • We seek to include and involve: all voices matter. • We provide quality services that are responsive, effective and efficient. <p>The following examples are indicators of effective behaviour:</p> <ul style="list-style-type: none"> • I actively involve and include the communities that I serve in my work. • I shall reflect the views of the communities in my daily work. • I shall improve the service I provide through seeking feedback from others.

	<p>Our residents will feel that:</p> <ul style="list-style-type: none"> • I have been included • I can see how my views have been taken into account • I can see improvements and developments based on my input
--	---

<p>E</p>	<div data-bbox="256 600 826 680" style="background-color: #00b050; color: white; text-align: center; padding: 5px; border-radius: 10px; margin-bottom: 10px;"> <p>RESPECT</p> </div> <ul style="list-style-type: none"> • We listen to everyone and value the personal experiences of people in our communities and of each other. • We adopt a fair and involving approach regardless of any way in which an individual is different to us. <p>The following examples are indicators of effective behaviour:</p> <ul style="list-style-type: none"> • I adapt my approach to take account of all differences and cultures in the community and with colleagues. • I ensure I am equitable and fair by including those who are quiet or may not be able to represent themselves. • I communicate in a way that is respectful, encourages involvement and meets people’s needs. <p>Our residents will feel that:</p> <ul style="list-style-type: none"> • I feel my culture and background are respected. • I have confidence that action is being taken. • I feel I am being treated fairly.
-----------------	---

<p>F</p>	<div data-bbox="261 1417 831 1498" style="background-color: #00a0e3; color: white; text-align: center; padding: 5px; border-radius: 10px; margin-bottom: 10px;"> <p>INTEGRITY</p> </div> <ul style="list-style-type: none"> • We act with openness, honesty, compassion, responsibility and humility. • We let people know what we are doing and communicate why and how decisions have been made. <p>The following examples are indicators of effective behaviour:</p> <ul style="list-style-type: none"> • I demonstrate empathy in my interactions with others. • I am honest and transparent about the decisions I take. • I follow through on the actions I say I will take and take ownership for communicating the outcome. <p>Our residents will feel that:</p>
-----------------	---

- I am told when something is not possible, and the reasons why are explained to me.
- I feel my perspective is listened to and understood.
- I feel my views are valued

G

WORKING TOGETHER

We work together and in partnership with everyone that has an impact on the lives of our residents.

- We want to understand, learn from each other and continually adapt.

The following examples are indicators of effective behaviour:

- I work with others to provide an effective service for residents, local communities and other departments within the Council.
- I seek ways to work with other departments to deliver a seamless service and find opportunities to improve.
- I seek out opportunities to learn from my colleagues and build on good practice.

Our residents will feel that:

- I can get my issue resolved without being passed around departments.
- I find it easy to access the services that I need.
- I feel the Council is open to new ideas.