

OFFICE MANUAL, SECTION 1

QUALITY ASSURANCE

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KEY

[A31] = Electronic Folder Reference

REVISION TABLE

Revision	Date	Comments
A to G	N/A, N/A, 22/06/2005, 18/09/2007, 20/10/2009, 10/09/2010, 23/07/2012	
1	25/07/2014	-
2	09/09/2014	Health and Safety, Environmental, Quality Responsibilities added.
3	19/05/2015	Project Quality Plan section expanded.
4	28/05/2015	Training section expanded to include Sentinel scheme.
5	01/07/2015	Quality Manager's competencies added.
6	29/04/2016	General Update. Electronic folder references added.
7	23/05/2016	Update primarily to suppliers and document control sections
8	19/05/2017	Minor update for PQP wording & address change
9	24/05/2018	New staff section & audits update
10	23/07/2018	Policy statement update
11	08/07/2019	Update to match Data Protection policy
12	01/07/2020	Changes to Project Quality Plan, Document Control, Supplier management
13	07/07/2021	Update to sections 2, 5.3, Appendix A
14	14/07/2022	Update to section 10 on Standards and Appendix A
15	13/07/2023	Minor rewording in sections 1, 3, 5.1, 6, 7.1, 7.2, 13.2; section 10 rewritten, table 4 and 5 revised; section 13.3 renamed; section 13.4 removed; update to Appendix A
16	23/07/2024	New section 7.6, minor rewording in section 14

1. QUALITY POLICY STATEMENT

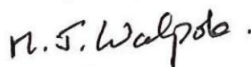
Quality is the basic business principle for Robert Walpole and Partners and we are committed to supplying consultancy services of consistent quality that meet with customer needs and provide high customer satisfaction. Our policy is to provide a design service which in all aspects is of a quality suitable for the purpose. Quality is not just necessary for the detailed design but must cover all areas of the project management from appointment to completion.

Our approach towards quality assurance can be summarised by a motto: "Plan what you do, do what you plan, record that you did it".

Robert Walpole and Partners is committed to working with both customers and suppliers to deliver the work of highest possible quality. In order to assure that this level of quality is achieved, we have documented quality management systems which must be followed. The quality system is maintained by regular monitoring by the partners and where appropriate by annual review.

Continual quality improvement is the job of every Robert Walpole and Partners employee. We are committed to setting and monitoring annual objectives to maintain and improve the high level of service our customers have come to expect.

Signed:



M. J. Walpole
Partner

Date: 23.07.2024

2. NATURE OF THE BUSINESS

Robert Walpole and Partners (RWP) is a Civil and Structural Engineering Consultancy operating nationwide from its office in Slough. RWP provides designs and advice to clients for the civil and structural aspects of projects. The Practice has engaged in a wide range of building and civil engineering works including project management as well as design and supervision.

The firm was founded in 1968 by Robert Walpole. The principals of the firm are:

M. J. Walpole	Bsc(Eng) ACGI CEng MICE MConsE
M. W. Simmons	Bsc(Eng) ACGI CEng MICE MCIWEM C.WEM

Additionally, a number of technical and administrative staff is employed. Refer APPENDIX A for Detailed Organisational Structure.

3. QUALITY MANAGER AND PROJECT QUALITY ENGINEER

Robert Walpole and Partner's Quality Manager is M. J. Walpole.

Quality Manager's Competency: Chartered Civil Engineer with 20+ years of experience. Refer APPENDIX B for detailed Job Descriptions for all roles within our organisation.

Each project carried out has a Project Quality Engineer appointed as responsible for quality assurance. This role will usually be fulfilled by the Project Engineer. He/She is directly responsible to the Quality Manager.

4. HEALTH AND SAFETY, ENVIRONMENTAL, QUALITY RESPONSIBILITIES

Below table lists health and safety, environmental and quality responsibilities for each employee grade.

Table 1: ROLES AND RESPONSIBILITIES

Role	Responsibilities
Partner	Overall responsibility for health & safety, environmental and quality issues related to produced designs and operation of the business.
Design Engineer	Responsible for health & safety, environmental and quality requirements associated with individual projects.
CAD Operator	Appreciation of health & safety, environmental and quality requirements associated with individual projects.
Office Administrator	Awareness of health & safety, environmental and quality requirements associated with operation of the business.
Trainee/Summer Placement	Appreciation of health & safety, environmental and quality requirements associated with individual projects.

5. ASSESSMENT OF STAFF COMPETENCY

5.1. CRITERIA

Competency of staff is assessed against several Competency Groups in order to:

- a) Plan performance expectations.
- b) Determine training and development needs.
- c) Establish recruitment and selection criteria.

A Competency Assessment Form is available to guide assessor through the process [A45]. The assessment is to be completed on an annual basis.

Competency at recruitment is assessed by interview, telephone and written references and qualification documents. It includes an assessment of written and verbal communication skills in English.

5.2. LUL COMPETENCY

Engineers working on London Underground Track Drainage Projects undertake a specific civil engineering competency assessment to carry out the assessment and design of pumps and drainage. This is undertaken using London Underground Competency Assessment - Pumps and Drainage for Assessment and Design Engineers (Work Instruction W0791). Competency assessments for Structural Assessments of Bridges and Structures (Work Instruction W0781) are also undertaken.

5.3. NETWORK RAIL COMPETENCY

Part of staff competency assessment described above is to ensure individuals continued suitability to work on the Managed Infrastructure and to identify development requirements. This is in line with Sentinel Scheme Rules.

In addition, engineers working on Network Rail Projects undertake specific competency assessments for certain roles i.e. Contractor's Responsible Engineer (CRE).

5.4. MISCONDUCT AND NOT COMPETENT

Instances of misconduct and lack of competency will be investigated by the Quality Manager and will include interview with and feedback from the staff involved. This will generally result in additional training, however written warnings, suspension, and dismissal are all possible outcomes.

6. NEW STAFF MEMBERS

New staff joining the company are introduced to the company via a briefing with an experienced member of staff guided by New Starter Checklist. The checklist should be completed before starting work in earnest and covers a range of key items such as a briefing of company policies, PPE requirements and checks on both Proof of Identity and Right to Work in the UK. New staff are then put in contact with an experienced member of staff undertaking a similar job role who can provide guidance to ensure the same quality of work. The Project Quality Engineer remains responsible for the quality of work on individual projects, including deliverables produced by new staff.

7. TRAINING

7.1. ICE TRAINING SCHEME

Robert Walpole and Partners (RWP) is committed to training its employees at all levels in order to provide career opportunities and advancement and to ensure that the management of the Company is carried out by highly trained professional personnel. For civil engineers RWP offers participation in training programme developed in partnership with the Institution of Civil Engineers (ICE). The ultimate goal of the training scheme is preparation for the Professional Review leading to Chartered accreditation with the ICE.

7.2. TECHNICAL UPDATING (CONTINUAL PROFESSIONAL DEVELOPMENT)

RWP engineers remain technically up to date by practising Continued Professional Development. This is generally recorded on individuals' account with professional membership body (e.g. ICE, CIWEM). Individual Engineers are responsible for monitoring developments in different fields and for communicating technical updates to the other Engineers. Monitoring is carried out by reading technical journals, research during project work and attending appropriate courses.

7.3. IN-HOUSE TRAINING

In-house training is provided in the form of Office Workshop Meetings so that experienced staff can pass on their experience to other team members. During these workshops other topics are also covered relating to health and safety, legislation changes or general business issues.

7.4. WEBINARS

Regular use of distance learning in a form of webinars is utilised. Several websites are monitored for suitable content to cover a broad spectrum of topics. Some webinars concentrate on specific software or construction product while others aim to provide new insights as methods, legislation or materials change.

7.5. TRAINING RECORDS AND SENTINEL DATABASE

Safety Training Records for all employees are kept up to date by the Office Administrator [A31]. This includes any prior medical examinations [A30]. Additionally, a Sentinel database is kept up to date in line with duties of Primary Sponsor as defined by Network Rail Sentinel Scheme Rules [A31].

7.6. SUBMISSION OF TRAINING CERTIFICATES

Upon completion of any required training course, staff members are responsible for:

- a) Scanning the training certificate or completion documentation.
- b) Emailing the scanned document to charlotte@robertwalpole.co.uk

The admin team will update employee records and track training compliance.

8. DESIGN RESPONSIBILITIES

Principal responsibility in design fields have been listed in Table 2.

Table 2: DESIGN RESPONSIBILITIES

No.	FIELD	RESPONSIBLE ENGINEER
1.	Concrete	Jonathan Walpole
2.	Drainage	Rhidian Jones
3.	Foundations	Jonathan Walpole
4.	Heavy Duty Pavements	Jonathan Walpole
5.	Hydraulic Modelling	Rhidian Jones
6.	Masonry	Jonathan Walpole
7.	Railways	Mark Simmons
8.	Safety	Jonathan Walpole
9.	Steelwork	Jonathan Walpole
10.	Tunnels	Mark Simmons
11.	Utilities	Mark Simmons

9. DESIGN QUALITY CONTROL

9.1. PROJECT QUALITY PLAN

The Project Quality Plan (PQP) documents the necessary information required to effectively manage project quality. It is created during the Planning Phase of the project and its intended audience is the managing partner and the project team. PQP defines design checks, project roles and required training as well as applicable CAD specifications. It also allows to record scope changes as the project progresses.

The Project Quality Engineer shall set up a PQP using the latest template. The PQP will be specific to each individual project or group of projects with the same training, design process and deliverable requirements. The plan shall be approved by the Partnership Quality Manager. The Project Quality Engineer is responsible for keeping the PQP up to date. Any necessary changes shall be approved by the Partnership Quality Manager.

9.2. CATEGORY 1, 2 AND 3 CHECKS

Project Quality is defined by adherence to the applicable design standards, RWP quality procedures and templates. The primary monitoring actions for design deliverables are the Category 1 and 2 Checks, which are supplemented by individual checks during deliverable completion.

Category 1 Check involves inspection of items which are not critical to health and safety or operational performance and which may be designed using standard methods of analysis. Generally inspected before each submission by another member of the design team, checking against the design calculations and assumptions and critically considering whether the base assumptions are valid.

Category 2 Check involves inspection of items which are critical to health and safety or operational performance which may be designed using standard methods of analysis, or items not critical to health and safety or operational performance, but which require complex or unusual methods of analysis. Inspected before final design submission by someone independent of the original design team, critically challenging the original design team's base assumptions.

Category 3 Check is generally required for complex civil engineering works using non-standard or rarely used components or design parameters which are critical to health, safety, environmental, sustainability or operational performance and which require complex or unusual methods of analysis. It is undertaken by an Independent Design Organisation having relevant knowledge and experience of the particular class of work, supplied with relevant drawings of the final designs, carrying out analyses and assessments to validate the designs without sight of those of the original design organisation.

9.3. PROJECT QUALITY

Project quality shall be measured in terms of 'acceptable' or 'unacceptable'. Quality shall be measured by the individual responsible during completion of each deliverable, by the Category 1 Checker before each submission, and by the Category 2 Checker before the final design submission. Further measurement may be implemented by the Project Engineer where necessary, e.g. checking deliverables of a trainee.

Where quality is found to be unacceptable due to individual performance, corrections will be made by the project team as soon as is reasonably practicable. The individual(s) responsible for the lowered quality will be provided with extra guidance and mentoring to bring future deliverables to the required level.

Where quality is found to be unacceptable due to a change in output requirements, the relevant template document shall be updated alongside the project output and the changes recorded in the usual manner.

10. STANDARDS

A copy of relevant standards is held on a server. All employees are responsible for confirming that the copy on file is the latest revision prior to use. New and updated standards can be obtained directly from our clients or from the issuer's website (e.g. BSOL, Network Rail Standards Portal, RSSB, TWEXNET or NHBC) by business Partners.

To remain up to date with the latest legislation, RWP subscribes to a number of bulletins (e.g. from HSE, RSSB, CEDREC). We also receive standard's updates from our Health and Safety Consultant and maintain a Health and Safety standards catalogue. Updated information from technical standards is communicated via email to relevant personnel. Updates to all other standards are incorporated into our policies and procedures.

At a project level, standards used are listed in a Conceptual Design Statement, Design Report or other equivalent document. Any deviations from standards that result from our design are recorded in a Design Check Certificate and will be reported to a client in line with their waiver or non-conformance procedure.

11. TECHNICAL INFORMATION

Reference books held in the office are catalogued on a Paradox database. Books may also be obtained from the ICE library. Online access is available to obtain up to date information and technical advice from development organisations. Refer Table 3 for appropriate access method to specific resources.

Table 3: TECHNICAL INFORMATION UPDATING RESPONSIBILITIES

No.	TYPE	METHOD	RESPONSIBLE ENGINEER
1.	B.R.E.	Issue by request	Jonathan Walpole
2.	CIRIA	Available online	N/A
3.	HR Wallingford	Available online	N/A
4.	Manufacturers' Technical Literature	Available online	N/A
5.	NHBC	Issue by request	Jonathan Walpole
6.	Reference Books	Available online	Jonathan Walpole
7.	S.C.I.	Issue by request	Jonathan Walpole
8.	TRADA	Issue by request	Jonathan Walpole
9.	Water Research Centre	Available online	N/A

12. COMPUTER PROGRAMS - DESIGN AND DRAWINGS

RWP has computer aided design and computer calculation packages. The offices are computerised and IT networked. Drawings and documents are transferred digitally via e-mail or cloud-based services. Computer programs are supported and maintained up to date by the software providers.

13. DOCUMENT CONTROL

13.1. STANDARD PROJECT DIRECTORY STRUCTURE

Each new project is assigned a job number which is linked to time management and invoicing systems. At the same time a new folder is created on a server incorporating Standard Project Directory Structure situated within Templates.

13.2. COMMUNICATION

All documentation is fully electronic. Any paper documents issued or received are scanned and kept in job specific or administration directories.

Our employees are responsible for producing clear and well referenced communications. All e-mails must have a subject line with the job reference, title, and description of content. E-mails are filed for job number, date, and description so that retrieval is facilitated. Generic e-mails relevant to more than one project should have a prefix as per "List of Administration Files" available from Office Administrator. Table 4 summarises procedures for incoming and outgoing documents.

Table 4: INCOMING AND OUTGOING DOCUMENTS

	Incoming	Outgoing
Letters	Seen and processed by business Partners.	Signed and issued by business Partners.
E-mails (including attachments)	Distributed and filed in relevant directory by recipient.	Any communication issued by the Project Engineer needs to be copied to the business Partner or other relevant team member(s). Copies are kept in job specific directory.

13.3. VERSION CONTROL

Any outgoing electronic submission is accompanied by an Issue Sheet that lists the files along with document reference numbers, revisions, and format. The Issue Sheet also lists submission recipient(s). When project files are uploaded directly into third party database, a document transmittal is to be printed off and filed in the project directory or an e-mail version of the full submission is to follow accompanied by an Issue Sheet as described earlier.

Upon revision of any documentation, a previous version is saved into 'Superseded' folder in the same location as the original file, to maintain full document trail and for archiving purposes. If a document needs to be withdrawn or is otherwise no longer applicable, this is clearly communicated to previous recipients using the Issue Sheet.

Hard copy submissions are accompanied by a Document Transmittal which captures the same information as an Issue Sheet plus information about the number of copies being delivered. The Document Transmittal is to be signed by the recipient and filed with other project files.

Documents and drawings are retained electronically in the relevant job folders for a minimum of 12 years, as required by most of the business' contracts, however in practice are retained indefinitely. Refer Table 5 for a list of documents maintained by the business.

Table 5: COMPLIANCE DOCUMENTATION

Office Records	Project Records
<ul style="list-style-type: none"> a) Asset Register b) Competency Assessments c) COSHH Register d) Health & Safety Standards Catalogue e) Internal Audit Schedule & Actions register f) Job Number Register g) New Starter Checklist h) Office Manual i) Personal Protective Equipment j) Safety Statistics k) Site Risk Register l) Supplier's Questionnaire m) Timesheets n) Training Records o) Waste Transfer Notes (where applicable) 	<ul style="list-style-type: none"> a) Designer's Risk Assessment b) Document Templates c) Document Transmittal d) Drawing Templates e) Issue Sheet f) Lessons learnt g) Project Quality Plan h) Scope of Works (where issued)

14. SUPPLIERS [A46]

RWP maintains a register of approved suppliers which are divided into two groups: Key and Secondary suppliers. Before approval by the business Partner, all prospective suppliers are required to complete Supplier's Questionnaire. Along basic information about a prospective company, RWP also reviews their policy documents, insurance certificates and any applicable licenses or trade association memberships. For key suppliers, this information is updated as it expires and for secondary suppliers- before placement of next order. Key suppliers are asked to update their Supplier's Questionnaire every three years.

Some minimum requirements apply to suppliers in particular industries. Those providing site workers for railway works require RISQS auditing and must have a Sentinel scheme in place. Some parts of the water and utilities industry require UVDB auditing to qualify for work. In addition, some of our clients maintain a list of approved training providers for certain qualifications.

RWP sends out Feedback for Supplier forms to suppliers on an ad hoc basis throughout the year if areas of improvement are identified. This is recorded in 'Record of Feedback on Suppliers'.

15. CONTINUOUS QUALITY IMPROVEMENT

15.1. INTERNAL AUDITS

Partnership Quality Manager undertakes regular internal audits as per Internal Audit Schedule. This is to ensure that Health, Safety and Quality Management Systems are always correctly implemented and followed. Any improvements identified during this process are incorporated into regular practices.

15.2. EXTERNAL AUDITS

External audits are carried out by third parties in the form of RISQS and UVDB audits on an annual basis. In addition, our site activities may be inspected by client's representatives in line with their protocols. Any comments or non-conformities identified during these audits are recorded within Audit Actions Register, assigned to members of staff, and closed out when addressed. The register is maintained by the Partnership Quality Manager.

15.3. LESSONS LEARNT [A45]

Any improvements to quality of deliverables or other business practices shall be recorded in the Lessons Learnt documentation.

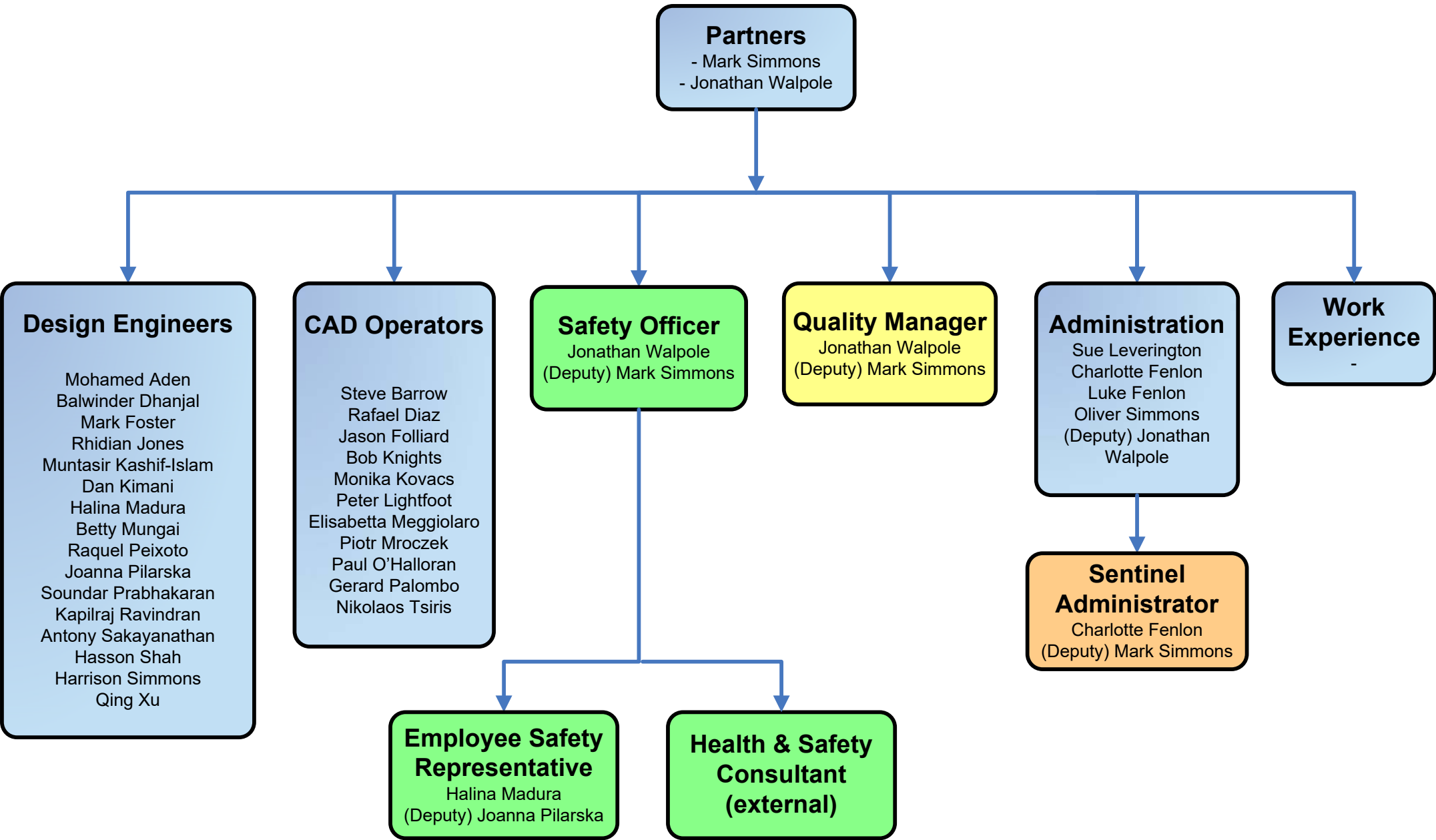
Two main sources of quality issues are:

- a) use of incorrect output format or
- b) not following quality procedures.

If project timescale allows, any quality issues should be corrected before deliverable submission. Where the timeframe is restricted, improvements shall be noted and applied to future projects.

APPENDIX A – ORGANISATIONAL STRUCTURE CHART

Organisational Structure



APPENDIX B – JOB DESCRIPTIONS

- 1. PARTNER**
- 2. DESIGN ENGINEER**
- 3. CAD OPERATOR**
- 4. OFFICE ADMINISTRATOR**
- 5. TRAINEE / SUMMER PLACEMENT STAFF**
- 6. SAFETY OFFICER**
- 7. EMPLOYEE SAFETY REPRESENTATIVE**
- 8. QUALITY MANAGER**
- 9. SUPERVISING CIVIL ENGINEER**
- 10. HEALTH & SAFETY CONSULTANT**

1. PARTNER

1.1. ROLE & RESPONSIBILITIES

A Partner is the leader of the business and a senior engineer, with a focus on business development, continuation and technical decision making. This job carries the following responsibilities:

- Ensuring continuation of the business through procurement of projects.
- Making executive decisions on aspects of the business and technical matters.
- Managing and overseeing projects, cash flow, and company resources.

1.2. COMPETENCIES

The following competencies are required for this job:

- Expert competency in the technical fields managed by this Partner.
- Competency in Health, Safety, Environmental and Quality matters affecting the business.
- Competency in office and financial management.
- Competency in dealing with clients and managing engineering projects.

The following optional competencies are suggested for this job in addition to those noted above:

- Expert competency in all of the competencies noted above
- Competency in mentoring and training staff
- Competency in conflict management and resolution

2. DESIGN ENGINEER

2.1. ROLE & RESPONSIBILITIES

A Design Engineer deals with delivery of engineering projects under the direction of a Partner or senior Design Engineer. This job carries the following responsibilities:

- Designing engineering solutions and producing deliverables for projects in line with relevant standards.
- Liaising with clients to manage deliverables for their projects.
- Checking deliverables for errors and consistency.

Due to variation in jobs procured, this role may carry the following additional responsibilities on a project by project basis:

- Managing costs, CAD resources and other staff working on the project.
- Using design software to create deliverables.
- Training and mentoring of less experienced staff.
- Attending meetings and presenting designs directly to clients.

2.2. COMPETENCIES

The following competencies are required for this job:

- Competency in the technical fields related to the projects worked on.
- Competency in Health, Safety, Environmental and Quality matters affecting the business.
- Competency in dealing with clients.

The following optional competencies are suggested for this job in addition to those noted above:

- A higher level of competency in all of the competencies noted above
- Competency in managing and mentoring other staff
- Competency in design software as required by a project, such as MicroDrainage, Tekla Tedds, ProjectWise, AutoCAD, and MicroStation.
- Industry or project specific knowledge in relation to projects currently worked on.

3. CAD OPERATOR

3.1. ROLE & RESPONSIBILITIES

A CAD Operator deals with delivery of engineering drawings under the direction of an Engineer or Partner. This job carries the following responsibilities:

- Developing engineering drawings in line with relevant standards and agreed formats.
- Checking of engineering drawings for errors and consistency.
- More experienced CAD Operators may also be responsible for training and mentoring less experienced staff about drawings.

3.2. COMPETENCIES

The following competencies are required for this job:

- Competency in developing technical drawings related to the projects worked on, specifically using AutoCAD and/or MicroStation software.
- Basic competency in Health, Safety, Environmental and Quality matters affecting the business.

The following optional competencies are suggested for this job in addition to those noted above:

- A higher level of competency in all of the competencies noted above
- Competency in mentoring other staff
- Competency in design software as required by a project, such as ProjectWise

4. OFFICE ADMINISTRATOR

4.1. ROLE & RESPONSIBILITIES

An Office Administrator deals with office, financial and training management under direction of the Partners. This job carries the following responsibilities:

- Handling the office management of the business, including restocking office and PPE resources.
- Managing financial files for the business, including invoices, purchase orders, and staff payrolls.
- Managing staff training and certification as required. This includes management of the Robert Walpole & Partners' Sentinel (sponsorship) scheme.

4.2. COMPETENCIES

The following competencies are required for this job:

- Competency in office, financial and training management
- Basic competency in office management software, such as Microsoft Office products and common payroll software.
- Basic competency in Health, Safety, Environmental and Quality matters affecting the business.

The following optional competencies are suggested for this job in addition to those noted above:

- A higher level of competency in all of the competencies noted above

5. TRAINEE / SUMMER PLACEMENT STAFF

5.1. ROLE & RESPONSIBILITIES

A Trainee / Summer Placement Staff deals with producing engineering deliverables under the guidance of a Partner or other Engineer. This job carries the following responsibilities:

- Assisting design of engineering solutions and producing deliverables for projects in line with relevant standards.
- Checking deliverables for errors and consistency.
- Learning about project formats and requirements, and developing competencies as appropriate to the business.

5.2. COMPETENCIES

The following competencies are required for this job:

- Basic competency in the technical fields related to the projects worked on.
- Basic competency in Health, Safety, Environmental and Quality matters affecting the business.

The following optional competencies are suggested for this job in addition to those noted above:

- A higher level of competency in all of the competencies noted above
- Basic competency in design software as required by a project, such as MicroDrainage, Tekla Tedds, ProjectWise, AutoCAD, and MicroStation.
- Basic knowledge of the industry or specific projects currently worked on.

6. SAFETY OFFICER

6.1. ROLE & RESPONSIBILITIES

The Safety Officer is the leader of Health & Safety within the business and oversees correct implementation of all related aspects. This job carries the following responsibilities:

- Reviewing company documentation on health and safety, such as the H&S policy.
- Promoting awareness, reporting and discussion of health and safety issues.
- Ensuring up-to-date health and safety standards are available to the business.
- Monitoring and minimising occupational health problems.

6.2. COMPETENCIES

The following competencies are required for this job:

- Expert Competency in health and safety management, documentation, and promotion.
- Competency in health and safety risks specific to the business.

The following optional competencies are suggested for this job in addition to those noted above:

- A higher level of competency in all of the competencies noted above.
- Relevant health and safety qualifications, such as IOSH Working Safely.
- Membership of a professional health and safety institution, e.g. IOSH.

7. EMPLOYEE SAFETY REPRESENTATIVE

7.1. ROLE & RESPONSIBILITIES

The Employee Safety Representative is a member of non-management staff tasked with encouraging involvement and awareness of health and safety from other staff. On occasion this role will also assist the Safety Officer in carrying out their duties. This job carries the following responsibilities:

- Promoting awareness, reporting and discussion of health and safety issues.
- Making sure health and safety concerns of the staff are voiced to the management.
- Keeping track of health and safety statistics within the business.
- Assisting the Safety Officer on health and safety tasks, where required.

7.2. COMPETENCIES

The following competencies are required for this job:

- Competency in health and safety issues specific to the business.
- Basic Competency in health and safety management, documentation, and promotion.

The following optional competencies are suggested for this job in addition to those noted above:

- A higher level of competency in all of the competencies noted above.
- Relevant health and safety qualifications, such as IOSH Working Safely.
- Membership of a professional health and safety institution, e.g. IOSH.

8. QUALITY MANAGER

8.1. ROLE & RESPONSIBILITIES

The Quality Manager is in charge of improving performance of the business through quality processes and outputs. This job carries the following responsibilities:

- Checking projects for consistency before submissions and ensuring the correct documentation is in place.
- Carrying out internal audits on all relevant aspects of the business.
- Promoting standardisation of project output and improvement of deliverables.
- Managing subcontractors / approved suppliers.

8.2. COMPETENCIES

The following competencies are required for this job:

- Expert competency in quality management, including audit and improvement processes.

The following optional competencies are suggested for this job in addition to those noted above:

- Membership and / or qualifications from a professional body for quality management.
- Experience in using and implementing quality management standards, in particular ISO9001, OHSAS18001, or ISO14001.

9. SUPERVISING CIVIL ENGINEER

9.1. ROLE & RESPONSIBILITIES

A Supervising Civil Engineer (SCE) is a role specific to Robert Walpole & Partners' ICE-approved training scheme, and primarily involves mentoring staff. This job carries the following responsibilities:

- Mentoring trainees and other staff, providing guidance on technical and professional matters.
- Carrying out regular reviews of progress, including an annual review with staff on the training scheme.
- Promoting Continual Professional Development (CPD) of all staff and providing opportunities to do so.

9.2. COMPETENCIES

The following competencies are required for this job:

- A Chartered member of the Institution of Civil Engineers (ICE).
- Expert competency in the technical fields related to the projects worked on.
- Competency in mentoring and promoting development of staff.

The following optional competencies are suggested for this job in addition to those noted above:

- A higher level of competency in all of the competencies noted above.
- Competency in use of the training tools provided by the ICE, such as online CPD and experience recording.

10.HEALTH & SAFETY CONSULTANT

10.1. ROLE & RESPONSIBILITIES

A Health & Safety Consultant advises the business in matters of health and safety. In particular they carry out tasks where the Safety Officer is not fully qualified or accredited to do so. This job carries the following responsibilities:

- Reviewing company documentation on health and safety, such as the H&S policy.
- Assisting the business in health and safety matters whenever the need arises.

10.2. COMPETENCIES

The following competencies are required for this job:

- Expert Competency in health and safety management, documentation, and promotion.
- Competency in health and safety risks specific to the business.
- Membership of a professional health and safety institution, e.g. IOSH.
- Relevant health and safety qualifications, such as IOSH Working Safely.

The following optional competencies are suggested for this job in addition to those noted above:

- A higher level of competency in all of the competencies noted above.