

# INFRASTRUCTURE & UTILITIES

Well planned and delivered infrastructure plays a fundamental role of sustaining the way we live and improving our quality of life. But inadequate infrastructure can obstruct growth, exacerbate existing inequalities and place undue pressures on our environment. Following new programmes such as the GLA's Infrastructure Coordination Service, Authorities are taking a more proactive and collaborative approach to infrastructure, which is becoming redefined as a standalone discipline at the heart of creative and innovative planning, design and delivery of better cities.

## WHO

Candidates who are placed in Infrastructure and Utilities roles can come from a variety of backgrounds including Civil Engineering, Transport Planning, Structural Engineering, Project Management and Architecture. What these practitioners have in common is an interest in the sorts of systems that need to be in place to solve urban problems and an understanding or experience of the processes organisations like Developers, Utilities Companies, Contractors and Highway Authorities go through. Applicants that thrive in these placements have the ability to see the bigger picture, to wear many hats, are excellent at communicating, have exceptional stakeholder management skills and strong technical knowledge with practical application.

## WHAT

- Support the development of initiatives designed to improve the way in which infrastructure is coordinated and delivered.
- Identify partners and delivery options, and convene collaborations.
- Offer technical advice and project management, including interfacing with highways authorities, utilities, contractors, and others.
- Use data and maps to better plan and coordinate infrastructure development across London.
- Support the development of more liveable, healthy, sustainable and diverse places.

## IN PRACTICE

### Infrastructure - Development

- Develop detailed understanding of local development and infrastructure context.
- Liaise with multiple Authority departments, the GLA, utilities providers and developers to advise on local infrastructure context and need.
- Promote initiatives that prioritise collaboration between utilities, developers and the Authority.
- Set up a new service within the Authority and promote it to developers.
- Be proactive in improving the reputation of Infrastructure and Utilities – for example through opportunities to present, speak or promote the sector.
- Make the most of opportunities to engage with the public and respond to their ideas and feedback, with the ultimate aim of minimising disruption to residents, businesses and visitors.
- Interrogate information on planned, proposed and in progress projects that may interfere or can be coordinated with adjacent developments – or to realise efficiencies and economies.
- Help inform policy, process and potentially regulation through reporting, case studies and development of documents with the GLA and others.

### Infrastructure - Streets

- Establish the viability of collaborative streetworks through discussion with utilities, highways authorities, contractors, and others – including providing technical civil engineering advice.
- Project manage the delivery of collaborative streetworks, including joint traffic management planning, permitting/traffic orders, cost sharing, and communications discussions.
- Use digital tools to identify potential collaborative opportunities between infrastructure providers.

## Infrastructure - Planning

- Work to ensure infrastructure is considered upfront as an essential component of placemaking.
- Determine infrastructure requirements in growth locations and identify opportunities for innovation in design and delivery to meet challenges presented by growth. This is particularly important in the context of net zero, the need to reduce disruption and funding constraints.
- Work collaboratively with infrastructure providers, developers and others to ensure infrastructure is realised ahead of demand; leveraging stakeholder relationships, data, and understanding of regulatory processes.
- Develop solutions to infrastructure planning and delivery challenges; identifying new opportunities in areas such as data and modelling tools, working arrangements and infrastructure planning methodologies.

## Infrastructure - Data

- Use maps, GIS and data analysis to support decision making and policy development.
- Engage with diverse partners (utilities, infrastructure providers and local authorities) to collect data and build digital capability.
- Create analytics and visualisations using data.
- Communicate well with a wide range of people and convey passion and enthusiasm for data and digital tools to replace business as usual.

## EXAMPLES

- Dorothee Woollard, Infrastructure Coordinator, LB Tower Hamlets
- Helen Markides, Infrastructure Data & Innovation Lead, Greater London Authority
- Jonathan Keen, Infrastructure Coordinator, LB Croydon
- Jonathan Watson, Senior Policy and Project Officer, Greater London Authority
- Nicola Coppen, Infrastructure Coordinator, Westminster City Council