

# JOB DESCRIPTION



## **Environmental Technical Services Officer (Post 1572, 1666, 1618, 1734, 1906, 2203, 2020, 2021, 2022)**

### **Service Area**

Environment and Leisure

### **Manager/Team Leader**

Environment and Safety Manager/Environmental Protection Team Leader/Public Protection Team Leader/Environment and Leisure Business Support Manager

### **Direct reports**

None

### **Total Managed**

None

### **Purpose of the Role**

To provide technical administrative support across the service areas covered within Environmental Health functions. Supporting the Assistant Director for Environment and Leisure Services, Managers Team Leaders and Officers.

### **Key Result Areas**

1. Provision of general administrative support across the teams within Environmental Health.
  - a. Arranging meetings and events - producing agendas and taking minutes.
  - b. Dealing with and responding to requests, enquiries, complaints and correspondence from customers, members, businesses, other departments and external agencies, responding where able or escalating where appropriate.
  - c. Preparing correspondence, licence documents, legal notices, records, reports and statements of evidence as appropriate and necessary.
  - d. Administering team processes and providing support to officers to ensure the effective delivery of the work of the team.
2. Assisting with the investigation of service issues and complaints in accordance with the Council policies/procedures and contract specifications.
3. Promoting best practice relating to business continuity, civil contingencies, cleansing services, dog control, enviro-crimes, environmental permitting, food hygiene/safety, private water supplies, health and safety (including Corporate Health and Safety), licensing, waste and recycling services and any other EH related matters.
4. Collating, inputting and reporting of data required for performance reporting and statutory returns.
5. Providing system administration role for the EH IT system and technical support to colleagues on IT issues in order to improve performance and customer services.
6. Ensuring Freedom of Information requests are handled within timescales.
7. Handling and processing financial information:
  - a. Raising purchase orders, invoices, credit notes and cancellations.

- b. Processing invoices for payment and raising customer refund requests.
- 8. Reviewing and maintaining records, procedures, QMS and other documentation.
- 9. To promote and adhere to the workplace values of our organisation.
- 10. To take reasonable care for the Health and safety of yourself and other persons who may be affected by your actions or omissions at work.
- 11. Any other work required and as directed within the confines of the existing grading and post.

# PERSON SPECIFICATION



**NORTH  
NORFOLK  
DISTRICT  
COUNCIL**

<b>Environmental Technical Services Officer</b>				
		<b>Essential</b>	<b>Desirable</b>	<b>How Identified</b>
<b>Experience/ knowledge</b>	Experience of performing administrative duties in a busy office environment	✓		Application Form/ Interview
	Experience of dealing with customers both face to face and on the telephone and giving advice or signposting enquiries	✓		Application Form/ Interview
	Experience of working in a close team environment	✓		Application Form/ Interview
	IT literate with good knowledge of Microsoft Office programmes	✓		Application Form/ Interview/Test
	Experience of inputting and collating data	✓		Application Form/ Interview
	Knowledge/experience of Local Government		✓	Application Form/ Interview
	Knowledge/experience of one or more areas of Environmental Health		✓	Application Form/ Interview
<b>Qualifications</b>	Good Standard of general education beyond GCSE or BTEC or NVQ level 3 or equivalent	✓		Application Form
<b>Training</b>	Training in the use of Microsoft Office software including, Word, Excel and Access		✓	Application Form
	Minimum of RSA II Typewriting or ability to demonstrate competency and accuracy.	✓		
	Customer care training		✓	Application Form

<b>Skills</b>	Good communication skills (written and verbal)	✓		Application Form/ Interview/Test
	A good level of numeracy	✓		Application Form//Test
	Tactful, diplomatic and able to maintain confidentiality	✓		Application Form/ Interview/Test
	Customer Care skills and ability to provide advice on a range of business issues	✓		Interview
	Able to prioritise own workload and have ability to work to set objectives	✓		Interview/Test
	Problem solving skills		✓	Application Form
<b>Aptitude and Disposition</b>	Helpful and considerate to customers and colleagues	✓		Interview
	Ability to work alone or as a member of a team	✓		Interview
	Well organised and methodical	✓		Interview
	Flexible approach to work	✓		Interview
	Assertive and confident when dealing with the public	✓		Interview
<b>Personal Circumstances</b>	Prepared to work outside of normal office hours if necessary	✓		Interview

\*In order to assess from the application form please provide us with an example.

### Our Values and Behaviours

The values and behaviours we seek from our staff draw on the high standards of the Council:

**Fairness** - We respect people and treat everyone fairly

**Ambition** - We welcome new challenges and embrace change

**Integrity** - We are open and honest and listen

**Resourcefulness** - We strive to be efficient with our resources