**Job Description**

**Appendix 9**

**JOB TITLE :** Projects and Support Officer X2

**GRADE :** E

**POST NO :** 0225 and 0802

**SERVICE :** Environmental Health and Community Safety

**UNIT :** Projects and Support Team

**REPORTS TO :** Principal Projects and Support Officer

**RESPONSIBILE FOR :** None

**LIAISON WITH :** Members, senior staff of the council, outside organisations, businesses and members of the public

**PURPOSE OF JOB**

To assist the Principal Projects and Support Officer in providing a comprehensive, efficient, effective and quality support function to Environmental Health and Community Safety.

**MAIN ACTIVITIES**

1. Assist the Principal Projects and Support Officer in ensuring that the service is both reactive to complaints and enquiries as well as proactive in providing project support across the service.
2. Act as System Administrator and assist with the development and enhancement of the Environmental Health and Community Safety Computer Systems, including the responsibility of delivering training in the systems. Responsibilities include ensuring that systems are updated with all new statutes and bye laws; ensuring no outstanding cases and that reports that are run are correctly; ‘troubleshooting’ when data is not correct; investigating causes and rectifying; changing the system to accommodate changes.
3. Assist with the collation, analysis, interpretation and reporting of statistical data for the Council and regulatory authorities.
4. To oversee the arranging and co-ordinating of Environmental Health related training courses, including the administration of contracts, developing and marketing new courses to the portfolio, ensuring value for money, monitoring performance and liaising with businesses and external funding partners.
5. Assist in the preparation of legal notices and prosecution files.
6. Assist the Principal Projects and Support Officer with the financial management of revenue of Environmental Health and Community Safety income including the issuing of invoices, allocation of income to cost centres, overseeing audit checks and ensuring that associated administration is conducted.
7. Responsible for the co-ordination and analysis of customer satisfaction surveys across the service.
8. To assist the Principal Projects and Support Officer with maintaining and monitoring public registers, licences and records .
9. Assist in ensuring that Data Protection, Freedom of Information and Records Management procedures are adhered to and offering guidance to staff where applicable in these areas
10. Any other duties consistent with the responsibilities of a post holder operating at this level in the organisation

**DATE LAST UPDATED:** August 2019

**Person Specification**



**JOB TITLE :** Projects and Support Officer

**GRADE :** E **POST NO :** 0225 and 0802

**SERVICE :** Environmental Health and Community Safety

**UNIT :** Projects and Support Team

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| --- | --- | --- | --- |
|  | **CRITERIA** | **ESSENTIAL/ DESIRABLE (E/D)** | **METHOD OF ASSESSMENT** |
| **QUALIFICATIONS &**  **KNOWLEDGE** | Educated to A level standard and GCSE Maths and English Grade C or above  University degree or equivalent professional qualification | E  D | A, C, R  A, I, C |
| **EXPERIENCE &**  **SKILLS** | Experience of working on complex projects  Very good organisational, analytical, communications and interpersonal skills  Good IT skills, including Microsoft Office and similar applications  Ability to produce high quality, accurate work to tight timescales  Ability to apply ‘critical thinking’ to problems and find a workable solution  A demonstrable commitment to customer care and how to deal with and reconcile income.  Ability to understand policies and procedures  Knowledge of licensing and community safety and the issues which affect policy  Knowledge of the challenges facing local government  Research experience and formal research training | E  E  E  E  E  E  E  D  D  D | A, I, R  A, I, R  A, I, R  A, I, R  A, I, R  A, I, R  A, I, R  A, I, R, T  A, I, R, T  A, I, R, |
| **SPECIAL REQUIREMENTS & ATTITUDE** | A positive, flexible and enthusiastic approach to work with the ability to enthuse and inspire others with a ‘can do’ approach  Ability to motivate others in an environment of continuous change and improvement.  High achiever who will not accept second best  A self-motivator with an enquiring and challenging approach to problem solving  Equitable and fair  Ability to make appropriate decisions | E  E  E  E  E  E | A, I, R  A, I, R  A, I, R  A, I, R  A, I, R  A, I, R |
| **OTHER** | Willingness to work non-standard hours when necessary  Smart appearance as the post deals directly with the public | E  E | A, I  A, I |

**COMPLETED BY:** Head of Environmental Health and Community Safety

**DATE:** August 2019

**CATEGORY:** A – Application, C - Certificates, T – Testing, I – Interview, R - Reference