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# Recruitment information

## Job description and person specification

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<b>Your title</b>	Technical Support Officer - Pollution
<b>DBS check</b>	This post requires a basic DBS check.  The aspects of this role that require this level of check are: Dealing with sensitive personal information and assisting in the collection of online payments.
<b>Post number</b>	PES347
<b>Your team</b>	Planning and Environmental Health -Pollution Team
<b>You would be based</b>	Civic Centre, High Street, Esher, Surrey, KT10 9SD.
<b>Your line manager</b>	Principal Environmental Health Officer

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### About the role

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Our Pollution Control service contributes significantly to the economic, social, and environmental well-being of our residents, businesses and visitors to the Borough. Our overall aim is to ensure public health and the wellbeing of our residents are protected through a range of interventions in the main disciplines of noise, air and land quality.

In this role you will be required to provide excellent customer service and support to all the clients we interact with, including our residents, elected Councillors and colleagues both within the council and across a range of responsible authorities, including Surrey Police and other Local Authorities.

This frontline role requires enthusiasm and a friendly, positive and supportive outlook.

The ability to communicate clearly with customers both verbally and in writing is at the heart of the job. Dealing with customer complaints and concerns as well as processing and assessing applications and submissions to ensure they are valid is also a key area of the work you will be required to do. This requires an excellent eye for detail to ensure accuracy when checking information, all the while adhering to strict timelines.

Empathy and understanding are important as we sometimes need to have difficult conversations with customers.

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## **The main purpose of the role:**

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To provide accurate, efficient and timely technical support and administrative assistance to the Pollution team and wider Environmental Health and Licensing service as needed.

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## **Specific Duties & Responsibilities:**

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1. Receiving, checking, registering and processing service requests, payments and applications from the public and other agencies.
2. Respond effectively to service requests, enquiries or complaints in accordance with customer and service standards.
3. Providing advice regards complaints, enquiries, applications or policy requirements.
4. Operating the computerised system to process all service requests such as applications, renewals, etc and to generate invoices as required.
5. Assist in the management of electronic document records and data.

6. To help maintain, update and assist in the continuous improvement of webpages and other public access media.
7. Providing general administration assistance including duties such as data entry, filing, scanning and maintaining adequate supplies of specialist items.
8. Any other tasks that are commensurate with the role in accordance with Service and Corporate procedures.
9. To carry out duties with an appreciation of the Council's wider agenda on sustainability, Climate Change and issues that impact the local environment.

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## **What's missing?**

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Our job descriptions cover as much of the role as we can possibly get down in writing, but issues will arise, and we hope and expect that you will understand that and take on-board other tasks from time-to-time, in keeping with your role of course.

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## **Your conduct**

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We expect the highest standards of conduct from our employees and at all time you must carry out your duties with integrity and in accordance with the Code of Conduct for employees.

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## **Equal opportunities**

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We have a strong commitment to achieving equality of opportunity and expect all employees to implement and promote our policy in their own work.

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## **Health and safety**

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We are committed to a healthy and safe working environment and expect all employees to implement and promote its policy in all aspects of their work.

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## **Personal and sensitive data**

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You will have regard for the duty of care owed to personal data and sensitive personal data and any other confidential or sensitive information which you access in the course of your employment ensuring adherence to the Data Protection Act and the Council's Information Security Policy and related guidance.

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## **Talent development**

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We have a talent development programme that includes regular one-to-ones, mid-year reviews, end of year performance reviews and a strong and varied learning and development programme.

You will be expected to get involved in this talent programme to ensure you are performing at the highest level.

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## **Confidentiality**

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We are committed to maintaining privacy of all staff and customers. We expect all staff to handle all individuals' personal information in a sensitive and professional manner. All staff are under an obligation not to gain access or attempt to gain access to information they are not authorised to have.

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## Person specification

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**Please read the details on this form carefully before you complete your Application Form. This form lists the essential requirements needed in order to do the job.**

Your written application will be considered in relation to the essential knowledge, skills, abilities, education and experience required for the job and candidates will therefore be selected for interview on this basis.

Elmbridge Borough Council is committed to providing the best possible services and ensuring they are accessible to all who need them irrespective of race, colour, ethnic or national origin, religious or political belief, Trade Union activity, age, disability, being male or female, married or unmarried, sexuality.

### **What you need to tell us on your application form:**

- You will need to tell us throughout your application form and at interview how you can contribute to providing good quality services for all.
- For each of the requirements listed overleaf, you will need to explain how your skills, abilities, knowledge, education and experience make you suitable for this post. You should include examples where possible.
- These may have been gained through previous employment, voluntary/community work, spare time activities, home responsibilities, training or languages spoken.
- You should also include anything else relevant to the job which you think we should know about.

We regret that we can only consider applicants who are already eligible to work in the United Kingdom.

**Title:** Technical Support Officer - Pollution

**Team:** Pollution Team- Planning and Environmental Health

**Salary:** SC1 -SC5 (£19,998 - £29,032) (SCP18-25)

**Post no:** PES347

**Hours:** 36 per week

**Car allowance:** N/A

## Qualifications and education

No.	Key requirements	Desirable/essential	To be tested by: Application1 (A) Test (T) Interview (I)
1.	<b>Qualifications and Education</b> Min. 5 GCSE's inc Maths & English Level or equivalent demonstrable work experience at this level.	E	(A)
2.	Min.1 A 'Level or equivalent demonstrable work experience at this level.	D	(A), (I).

## Experience

No.	Key requirements	Desirable/essential	To be tested by: Application1 (A) Test (T) Interview (I)
3.	Working within an administrative environment (ideally regulatory).	D	(A), (I).
4.	Working within Local Authority Environment	D	(A), (I).
5.	Working with database systems	D	(A), (I).
6.	Dealing with customers and the general public	E	(A), (I).

## Knowledge, skills and abilities

No.	Key requirements	Desirable/ essential	To be tested by: Application1 (A) Test (T) Interview (I)
7.	Excellent verbal and written communication skills	E	(A), (I)
8.	Accuracy, attention to detail	E	(A), (I)
9.	Good working knowledge of Microsoft Office inc. Word, Excel, Outlook	E	(A), (I)
10.	Web editing skills	D	(A), (I)
11.	Ability to multi-task and to manage own workloads	E	(A), (I)
12.	Flexible and adaptable team worker	E	(A), (I)

## Special requirements

No.	Key requirements	Desirable/ essential	To be tested by: Application1 (A) Test (T) Interview (I)
13.	Manage competing workloads and deadlines	E	(A), (I)
14.	Requirement to undertake Basic DBS application	E	(A), (I)

