



ADDENDUM TO GENERIC: Job specific duties and requirements

Job Title: Administrative and Technical Support Officer –Environmental Protection (Level C) Grade 3

Job overview This role will work within the Environmental Protection Operational Delivery Team.

Reports to: Assistant Manager - Environmental Protection

Responsible for: N/A

Job requirements

Assist and support the professional staff of the Environmental Protection team.

Carry out administrative and technical support for the environmental health services.

Carry out routine out of office, technical activities.

Support cross-disciplinary and cross-service work in accordance with the organisations’ strategic priorities.

Provide advice (both routine and non-routine) to the public about environmental health and associated services as well as completing straightforward service delivery.

1.	Carry out and be responsible for a range of administration and technical duties in support of the environmental health regulatory service areas, both in and out of the office.
2.	Maintain and update computer-based and paper records including complex spreadsheets.
3.	Research premises histories, prepare documents and letters, deal with incoming post, and filing.
4.	Process requisitions, invoices and payments for supplies and services.
5.	Carry out routine checks on abandoned vehicles, put up diffusion tubes.
6.	Contribute to and support health and environmental promotional and campaign activities and work with all relevant bodies to promote the health and wellbeing of the communities of Babergh and Mid Suffolk.

Person Specification

Provide any details of specific knowledge and skills, personal attributes or experience, which are required for the job. For example, this might knowledge of particular procedures or legislation.

Knowledge and skills	<p>a) The post holder will be expected to have a thorough understanding of the wide range of services provided by the Environmental Protection services (what they are and how they fit together) as well as a working understanding of the services provided by other parts of the Councils.</p> <p>b) Working knowledge of the broad and varied environmental health services, plus some technical skills requirement, which encompasses a range of tasks involving application of procedures and techniques specific to the service areas.</p> <p>c) Examples of the technical skills and knowledge needed include:</p> <ul style="list-style-type: none"> • Sampling techniques (water, air) • Knowledge of specific regulatory processes (e.g. abandoned vehicles and dog control,); and <p>d) Skilled in the management of aggression and sensitivity in dealing with the public and commercial operators, often in stressful and difficult situations.</p>
Personal attributes	<p>a) Ability to provide training and guidance in language understandable to users who don't have the same level of knowledge and experience.</p> <p>b) Ability to interpret data and identify anomalies.</p>
Experience	<p>a) Experience of a regulatory and business support service-providing office environment.</p> <p>b) Previous experience working in a Customer orientated service</p>
DBS required?	No