

### Role Profile

This section provides key information relating to the role

<b>Job Title:</b>	Regulatory Support Officer		
<b>Post No:</b>	P01658 / P01074	<b>Grade:</b>	E
<b>Team:</b>	Regulatory Services	<b>Location:</b>	Campus East
<b>Responsible to:</b>	Senior Regulatory Support Officer		

#### Overall job purpose:

Be the first point of specialist environmental health contact for members of the public, local businesses, partner agencies and emergency services. Personally assess the relevance of incoming information, data and service requests; prioritise and assign on the basis of public health significance and ensure that higher risk cases are referred to the appropriate officer in appropriate timescales

Provide effective, efficient and timely on (and sometimes off) site administrative and basic technical support to the environmental health, Private Sector Housing and licensing service, including handling confidential information.

Respond to and competently deal with those service requests that do not require onward referral to a senior officer, taking responsibility for making sure they are brought to a satisfactory and timely conclusion

Maintain timely and accurate records on behalf of the service and assist with the collation and completion of statistical returns, reports and general data analysis.

#### Key areas of focus:

1.	Be the first point of contact with the public. Personally receive, record, assess, prioritise and allocate requests for environmental health, Private Sector Housing and licensing services and initiate appropriate actions. Engage and communicate with all service users in an appropriate way using high standards of customer care at all times.
2.	Competently operate computer software/hardware (including bespoke environmental health, Private Sector Housing and licensing systems) to accurately research and timely record service requests actions and decisions. Be personally responsible for the quality of data entered into computer systems.
3.	Undertake, to a high standard, all aspects of administrative and basic technical support work including handling post, accurate data inputting and data extraction, word processing, research, ordering supplies, preparing mail shots and leaflets, filing, answering the telephone, scanning documents, meeting visitors at reception, preparing presentations, collection and onward banking of monies, providing information to customers, photocopying, processing faxes, emails and similar.
4.	Personally assist with the preparation and service of formal legal notices, licenses and similar documents ensuring accuracy, timescales and other legal requirements are satisfactory met.

5.	Carry out general tasks to assist and support the Regulatory Services field teams including attendance off site as appropriate and directed, wearing any necessary protective clothing appropriate to the role and complying with the requirements of any risk assessment.
6.	Use a range of appropriate computer software to competently produce documents (including letters, leaflets, presentations and mailshots) respecting any "house style" or other requirements.
7.	Competently use spreadsheets to collate and analyse data, produce suitable graphs charts and reports including the maintenance of public registers.
8.	Allocate, monitor and follow up work passed to Council contractors (eg pest control contractors) and investigate and follow up complaints about any poor service.
9.	Respond to stakeholders' requests, including data extraction and the preparation and dissemination of data through mail merges, web posts and social media  Ensure all library and electronic reference materials held and used by the service are kept continuously up to date.
10.	Contribute to and ensure the regulatory services pages on the council website are continuously kept up to date. Be capable of using a variety of social media to enhance service delivery
11.	Research and respond to access requests under the Freedom of Information Act and the Access to Environmental Information Regulations
12.	Research and assist the regulatory services team and the Regulatory Services Manager respond to statistical surveys and requests for technical information
13.	Make arrangements and preparations to enable the efficient running of meetings (internal and external) including attendance at meetings, competent agenda preparation and accurate minute taking as required.
14.	Undertake the role of a loggist to support officers responding to serious regulatory services issues or in response to civil emergencies. Prepare and maintain accurate decision and action logs in a format suitable for use in court or public enquiry
15.	Operate the council's corporate complaint, compliments and comments software to ensure all complaints, comments and compliments are accurately recorded and followed up.
16.	Personally ensure all necessary and appropriate steps are taken to safeguard patient/subject confidential information (including medical records and personal financial details) held, processed and consigned as part of food poisoning, infectious disease investigations, tests of financial resources, accidents and other investigations and enquiries
17.	Monitor the movement of team members to ensure their safety and to respond to lone worker system distress calls. Manage the procurement and issue of protective clothing and other consumables/supplies. Compile and update emergency contact

	lists and implement other control measures identified by health and safety risk assessments
18.	Assist in the service wide response to business continuity and planning for regulatory services emergencies
19.	Operate the computerised ordering, purchasing and billing system as required, interrogate the system to provide data and reports, monitor spending and debtors and assist with end of year account closing procedures.
20.	Ensure evidential continuity is maintained throughout all personal involvement with regulatory services cases  Assist with the collection of digital imaging and video evidence.
21.	Compile witness statements and if necessary, give evidence in Court or before a tribunal
22.	To provide assistance in the preparation of educational displays, presentations, leaflets and similar
23.	Accurately make transcriptions of tape-recorded interviews and hand written statements, including transcribing descriptions of events which may be distressing or unpleasant such as those relating to fatal workplace accidents
24.	Provide assistance and support to colleagues and cover (including word processing and telephone cover) in their absence as required.
25.	Maintain up to date knowledge to enable competent performance in this role through a scheme of continuous professional development
26.	Carry out all work in accordance with statutory requirements and relevant Council policies. Observe the Council equalities and customer care policies in all aspects of employment and service provision. Be aware of, and comply with, Council policies in respect of health and safety at work. Promote equality in the workplace and in the services of the Council
27.	To promote equality and diversity in the workplace and in the services of the Council and to deliver the Council's equalities and diversity priorities.
28.	The ability to converse with ease with other staff and members of the public and to provide advice in accurate spoken English is essential for this post.
29.	Any other duties that are commensurate with the level and grade of this post.

## Role Requirements

The following outlines the criteria for this post.

Criteria	Essential	Desirable	Assessment Criteria
<b>Qualifications and experience</b>			
Good general education to GCSE, or equivalent, standard	x		AP
A level qualifications		x	AP
Consistent work record in a job requiring self-motivation and independent decision making, within a team structure	x		AP/AS/IN
Experience in one or more fields relevant to EH		x	AP/IN
Relevant experience in a general office environment	x		AP/AS/IN
Experience in a regulatory or inspection function involving personal contact with clients		x	AP/IN
<b>Knowledge</b>			
Sound understanding of office procedures	x		AP/AS/IN
Working knowledge of Microsoft Office applications including Word, Excel, MS Publisher and PowerPoint	x		AS
Demonstrate an understanding of the principles of equality and diversity”	x		IN
Experience in the use of customer database systems.		x	IN
Use of M3 software		x	IN
<b>Skills and abilities</b>			
Good interpersonal skills, ability to communicate effectively, in all media, at all levels	x		AP/IN
Accurate keyboard skills	x		AS
Flexible approach and willingness to turn hand to a variety of tasks and new tasks as they arise	x		IN
Proven time management skills and the ability to prioritise work and understand/meet deadlines	x		AP/AS/IN

Able to securely handle confidential and sensitive information	x		AP/IN
Willingness to wear and use appropriate PPE as required for the role	x		IN
Ability to undertake audio typing/word processing		x	IN
<b>Other attributes</b>			
A driving licence valid for the UK and access to a vehicle		x	AP

**Assessment Criteria:**  
**(AP) Application, (AS) Assessment, (IN) Interview**

**Our Values and Behaviours**



Our CORE values are key to delivering our vision, plans and strategies.

<b>Collaborative</b>	<b>Open</b>	<b>Responsible</b>	<b>Excellent</b>
We <b>work</b> together to get things done	We <b>behave</b> with integrity & fairness	We <b>take</b> responsibility for our actions and decisions	We <b>perform</b> at our best & strive for excellence

It's really important that you have a genuine passion for doing a great job and our behavioural competency framework sets out how we want people to work, ensuring everyone is valued, supported and empowered.

These competencies will be assessed throughout the recruitment and selection process, as well as part of your ongoing development and progression.