

POST TITLE: SPECIALIST SUPPORT (PUBLIC HEALTH AND REGULATORY SERVICES)

POST NUMBER: ES26

GRADE: D

RESPONSIBLE TO: TEAM LEADER (CO-ORDINATION TEAM)

RESPONSIBLE FOR: N/A

LIAISON WITH: Officers and Team Leaders, Members and the service Group Manager, other Council officers, members of the public, complainants, businesses and other stakeholders.

KEY CORPORATE ACCOUNTABILITIES:

To support the delivery of the statutory and related functions of Public Health and Regulatory Services and the Council.

To provide specialised business support to the Commercial/Community Teams and Group Manager of Public Health and Regulatory Services

To liaise with the public, outside organisations, contractors, businesses, operators and others including external agencies and partner bodies.

KEY SERVICE ACCOUNTABILITIES:

1. To receive, monitor, triage/verify and deal with service requests and applications via all channels and enquires relating to all aspects of Public Health and Regulatory Services including the recording and management of the case through to completion (where relevant). To allocate cases with agreement of the relevant Specialist Leads or Team Leader and to process or maintain accurate systems for the storage, retrieval and eventual destruction of case documents, legal papers and license or permit documentation.
2. To deal with customers and businesses accessing the service by acting as a generic support point of contact for the service covering the functions of the wider Public Health work within the Commercial and Community Teams.
3. Assisting and providing the link for the service with Customer First and other services including communications and the management of service webpages.
4. To maintain specific knowledge and detail regarding the various functions within service, and to assist other officers with queries they may have.
5. To support specific work of the Group Manager – Public Health and Regulatory Services including the drafting, collation and management of data and updating service records, maintaining confidential documentation as directed.
6. To maintain a high level of competence in the use of technology and software as required by the service, such as IDOX Uniform and Lalpac databases including document management and the preparation of reports in conjunction with the service Systems Administrator. To assist with the provision, and promote the use of, the on-line facilities increasingly provided by the Council by informing customers of the services that are available and supporting their use.

7. To maintain the financial records as required in relation to services delivered and key contracts.
8. Assist in all service activities to include responsibility for accurate inputting and processing of applications requests for service, inspection records, accident recording, maintaining aspects of systems records/accurate case files, project work, supporting meetings and minute taking and other relevant support as directed.
9. To support and provide cover for other team members within the Co-ordination Team as appropriate and where directed.
10. Arranging courses and other seminar sessions involving liaising with officers, delegates, meeting rooms and processing payments.
11. To complete all on-line training within deadlines and attend training workshops as required.
12. Coordinating or supporting service responses to planning and other consultations. Dealing with enquiries communications, freedom of information/environmental information requests and answering Land Charges information requests for the service.
13. To arrange provision of all service area purchasing and delivery of goods and services using the financial and procurement ordering systems.
14. Making and scheduling customer appointments using Integrator and other systems
15. To maintain and accurately update records for statistical data, performance indicators and statutory returns as required. To accurately input data for sampling results and analysis, inspection requests, issuing certificates, licensing permits and other related documents and also supporting project work
16. Assist in the effective delivery of relevant campaigns.

OTHER DUTIES:

In order to deliver services effectively, a degree of flexibility is needed and the postholder may be required to perform other work not specifically referred to above. Such duties, however, should not normally exceed those expected of an employee at that grade.

HEALTH AND SAFETY:

The Council has a health and safety policy, which outlines its responsibilities as an employer, and the responsibilities of its employees in respect of health and safety. All employees need to be aware of this policy and comply with its content.

RISK MANAGEMENT:

All employees need to have an awareness of risk management and are responsible for ensuring that they manage risk effectively in their job and report hazards and risk to their Head of Service or Senior Manager.

DATA PROTECTION:

It is the responsibility of the Postholder to ensure that the section's requirements for compliance with the Data Protection legislation are met.

SINGLE EQUALITY SCHEME:

The Council has a Single Equality Scheme which gives clear guidance on the responsibilities of both the employee and the employer. All employees must be familiar with and comply with all aspects of the scheme.

SAFEGUARDING CHILDREN AND VULNERABLE ADULTS:

The Council has a Safeguarding Policy which outlines its responsibilities and the responsibilities of its employees. All employees need to be aware of this Policy and comply with the contents.

Date: October 2018

MID DEVON DISTRICT COUNCIL'S REQUIRED COMPETENCIES



Our eight core competencies are relative to every role within Mid Devon District Council. They link to our values of Pride, Performance, People and Partnerships to support the delivery of our vision, together with building an effective, positive and collaborative place to work.

Seeing the Big Picture	<i>You understand how your role fits with and supports the organisational objectives. You recognise the wider Council's priorities and ensure work is in the wider public needs</i>
Changing & Improving	<i>You seek out opportunities to create effective change and suggest innovative ideas for improvement. You review ways of working, including seeking and providing feedback in a positive manner</i>
Making Effective Decisions	<i>You use evidence and knowledge to support accurate decisions and advice, carefully considering alternative options, implication and risks of decisions</i>
Delivering Quality, Value & Pace	<i>You deliver service objectives with professional excellence, expertise and efficiency, taking into account the diverse customer needs and requirements in a timely manner</i>
Leading by Example	<i>You show pride and passion for public service, creating and engaging others in delivering a shared vision. You value difference, diversity and inclusion, ensuring fairness and opportunity for all</i>
Communicating & Influencing	<i>You communicate purpose and direction with clarity, integrity and enthusiasm. You respect the needs responses and opinions of others</i>
Building Capability	<i>You focus on continuous learning and development for self, others and the organisation as a whole</i>
Collaborating & Partnering	<i>You form effective partnerships and relationships both internally and externally, from a range of diverse backgrounds, sharing information, resources and support</i>

The above competencies should be read in conjunction with the listed policies below. Managerial roles should pay special attention to the expectations of managers as set out within the staff charter.

The Code of Conduct, The Dignity at Work Policy, The Nolan Principles and The Staff Charter

PERSON SPECIFICATION

Generic Support (Public Health and Regulatory Services)

	ESSENTIAL	DESIRABLE
Qualifications and Experience:	<ul style="list-style-type: none"> • RSA II in word processing or equivalent experience/qualification. • NVQ 3 in Business and Administration • Good standard of education • Demonstrable experience of working in a busy customer services & office environment. • Experience of dealing with caseload and records management • Experience of customer services and successfully resolving complaints by finding solutions • Experience of making appointments for staff visits and scheduling work 	<ul style="list-style-type: none"> • Experience in public health admin and technical support • Experience in using: - • IDOX Uniform • Lalpac • Integrator • Document management and scanning systems • Or similar IT systems • Experience of minute taking & recording agreed actions at meetings
Knowledge and Expertise:	<ul style="list-style-type: none"> • IT Literacy e.g. using Word/PowerPoint, Access/Excel/Publisher • Knowledge working in a customer focused service • Experience of using financial management and/or electronic ordering/requisition systems. • Knowledge of best practice in at least one area of public health 	<ul style="list-style-type: none"> • Knowledge of public health systems grants • Knowledge of databases and CRM systems such as i-Dox. • Knowledge of the administration of Environmental Health, Community Safety, ASB, Licensing, Private Sector Housing, asbestos and legionella inspections, water sampling and Emergency Planning
Skills:	<ul style="list-style-type: none"> • Excellent communication skills both verbal and written • Strong customer services skills • Accurate • Numerate • Literate • Good prioritisation, organisational and problem solving skills 	<ul style="list-style-type: none"> • Web page management including administration and use of social media • Interview and meeting record/minute taking
Personal Attributes:	<ul style="list-style-type: none"> • Capable of working on own initiative • Team Player • Flexible approach to work and ability to respond to deadlines • Reliable • Flexible problem solving approach to duties • Ability to deal with all customers and sensitive/challenging situations • Committed to equality and diversity & able to deal with customers sensitively • An awareness of the importance of Health & Safety • Capable of prioritising and organising workload 	
Special Requirements:		<ul style="list-style-type: none"> • Full driving licence or access to transport across the district

Date: October 2018 (updated from April 2018 and January 2016 versions)