

PERSON SPECIFICATION

Division: Enforcement

Job Title: Environmental Protection Officer

Post No: TBC Grade: G/H/I

	Essential	Desirable
Qualifications	An appropriate qualification in Environmental Health and/or Trading Standards or equivalent	Membership of the Chartered Institute of Environmental Health, Trading Standards Institute or relevant housing and/or licensing body
Experience	Knowledge and experience within one or more recognised specialist area of environmental health (including private sector housing and licensing) and/or trading standards.	Experience in a local authority setting or other public sector regulatory and compliance settings. Specific qualification in one or more specialist area.
Ability to:	<p>Leading People</p> <ul style="list-style-type: none"> • Understands and supports a commitment to the shared service. • Helps to support a strong sense of cohesion and team spirit • Contributes to a team working culture that is open and responsive to change <p>Delivering Services</p> <ul style="list-style-type: none"> • Understands the key influences on both councils and how these relate to the service area • Recognises financial pressures and the need to provide value for money and maximise return on investment • Identifies and is responsive to customer needs, working with them to provide innovative solutions • Understands the links and relationships between both council's directorates and services • Consistently displays commitment to positive and open way of working • Supports strong working relationships across both the councils and with partner organisations and suppliers • Recognises the role that technology plays in improving the service <p>Personal Effectiveness</p> <ul style="list-style-type: none"> • Manages their own case/workload within the boundaries (of autonomy) agreed with the Team Leader. 	

	<ul style="list-style-type: none"> • Uses a range of communication styles to influence others • Prepares good quality written communication and reports • Demonstrates a high level of personal drive and energy that sets an example to others • Demonstrates a determination to achieve challenging targets • Displays a commitment to own personal development and learning • Actively promotes a culture that values equality and diversity Is flexible and adaptable to changing goals and circumstances • Anticipates and responds proactively to organisational change, continuously looking for ways to improve services. 	
Other requirements:	<p>Has a strong commitment to following our (<i>note: RBK's Six Steps to working as One Council</i>):</p> <ol style="list-style-type: none"> 1. Recognise the need to continually learn and adapt. 2. We willingly share our knowledge and learning with others 3. We work collaboratively across teams, services and partner organisations 4. Looks for ways of improving what we do and how we do it 5. We are comfortable with new technology and modern methods of working 6. We are determined to make a difference to the lives of our customers <p>Has a strong commitment to following our Six Steps to delivering our Customer Commitment:</p> <ol style="list-style-type: none"> 1. We go out of our way to get it right first time 2. We listen, understand and deliver 3. We respond positively and politely 4. We respect each customer as an individual 5. We take responsibility for the customer's issue or problem 6. We work as a team to deliver the solution 	

Key Competencies	
Stakeholder Management <ul style="list-style-type: none"> • Establish and maintain effective working relationships with all relevant internal and external key partners. • Promote effective service alliances with other partners, service providers and stakeholders so as to improve the efficiency and effectiveness of the services the joint service offers. • Ability to identify and prioritise stakeholder interests, requirements and level of influence. • Gains the commitment of all stakeholders, including the most challenging. 	Flexibility <ul style="list-style-type: none"> • Ability to adapt in response to new information or changing circumstances, and is open to new methods, new systems, technology, ideas, approaches. • Works and collaborates effectively in unstructured or dynamic environments. • Stays focused and keeps his or her team focused during times of uncertainty or change. • Understands that ambiguity is a normal part of doing business and communicates that to people in the service. • Anticipates changes in the internal and external environment (e.g., organizational, market, products, and systems) and adapts accordingly. • Uses new ideas to reengineer work processes or make changes in how resources are allocated within the business.
Commercial Thinking <ul style="list-style-type: none"> • Demonstrates an interest in business and an understanding of the wider environment in which an organisation operates: its customers, competitors and suppliers. • Has an understanding of the economics of the business, and understands the business benefits and commercial realities from both the organisation's and the customer's perspectives. • Awareness of the need for efficiency, cost-effectiveness, customer care and knowledge of the market place in which the service operates. 	Creativity <ul style="list-style-type: none"> • Ability to use your imagination to look at a problem in a fresh way and come up with a new solution • Able to generate new ideas and develop a variety of approaches to solving problems, through synthesising and reorganising existing information