

PERSON SPECIFICATION

Division: Regulatory Services

Job Title: Environmental Protection Officer

Post No: K337290

Grade: F/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. ● 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. 	
<p>Other requirements:</p>	<p>Has a strong commitment to following our Better Working Principles</p> <p>Better Working focuses on:</p> <ul style="list-style-type: none"> ● Partnership working ● Better use of space and technology ● Empowering and trusting our employees ● Focusing on performance and results <p>...in order to deliver:</p> <ul style="list-style-type: none"> ● An improved, joined-up service to customers ● A better office environment with a greater choice of workspace ● The refresh of IT devices, providing the best technology for the role ● Modern and agile working practices, not constrained by time and place ● Empowered staff who are freed up to work in the best way they can to achieve their objectives 	

Key Competencies

Stakeholder Management

- 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

- 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

- 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

- 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