



JOB PROFILE

SERVICE AREA	Environmental Health and Licensing
JOB TITLE	Administration Assistant
POST NUMBER	N/A
GRADE	D
RESPONSIBLE TO	Licensing Manager
KEY LIAISON WITH	Licensing and Environmental Health Teams
JOB PURPOSE	<ul style="list-style-type: none">• To assist with delivery of effective administrative support for all Environmental Health and Licensing Services and functions• Assist in delivery of customer focused administrative support services, in line with the Council's Customer Excellence vision• Explore new and innovative ways of continued improvements to processes, procedures and value for money• Strive towards achievement of the Council's ambitious Customer Excellence vision
JOB PROFILE LAST REVIEWED	December 2020

KEY CORPORATE ACCOUNTABILITIES

1. To work with colleagues to achieve service plan objectives/targets.
2. To participate in Employee Development Scheme/Appraisals and contribute to the identification of your own and team development needs
3. To actively promote the Council's Equal Opportunity Policy and Diversity Strategy and observe the standard of conduct which prevents discrimination taking place.
4. To ensure full compliance with the Health and Safety at Work Act 1974 etc., the Council's Health and Safety Policy and all locally agreed safe methods of work.
5. To fully understand and be aware of the commitment to Section 17 'Duty of the Crime and Disorder Act 1998 to prevent crime and disorder'.



KEY CORPORATE ACCOUNTABILITIES

6. At the discretion of the Head of Service, such other activities as may from time to time may be agreed consistent with the nature of the job described above.

KEY SERVICE RELATED ACCOUNTABILITIES

The general duties and responsibilities of the post holder will fall within the following general areas, subject to the overall direction, policy guidelines and specific line management instructions:

- Day to day assistance with delivery of Environmental Health and Licensing administrative functions
- Assist with development and maintenance of statistical information, records, including data entry, maintaining office records and files etc
- Awareness and consideration of the Council's corporate strategies and Customer Excellence vision and their relevance to day to day service delivery
- Understanding of the Unit's performance against Local and National Performance Indicators
- Produce letters, memoranda, forms, questionnaires, reports etc
- Answering telephone calls and provide advice and assistance about the service to members of the public, colleagues, businesses and Councillors
- Assist in ensuring effective administration of the service
- Participate in training and development as required



PERSON SPECIFICATION

JOB TITLE: Administration Assistant

DEPARTMENT: Environmental Health and Licensing

Information for Applicants: The Person Specification provides an outline of the experience, skills and abilities we expect the Successful Applicant to possess. You should match your own skills, experience, and abilities to those listed below. Tell us in what way you have carried out the criteria asked for. **Disabled people will be offered an interview where they meet the Essential Criteria alone**

Method of Testing

1 = Application Form 2 = Interview 3 = Assessment Tests

Weighting of Criterion

1 = Low Importance 2 = Medium Importance 3 = High Importance

<u>Key Competencies and Behaviours</u>	How Measured 1 - 3	Weighting of Criterion 1 - 3
1. Skills and Abilities – Essential		
• Excellent administration skills	1,2	3
• Good Communication skills, both written and oral	1,2	3
• Work well as part of a team, also capable of working independently	1,2	3
• Drive and energy and capacity for sustained effort and performance	1,2	3
• Ability to work creatively, developing new ideas and a fresh approach	1,2	2
• Seize opportunities and take the initiative to progress in a positive way	1,2	3
• Can establish effective working relationships at all levels	1,2	2
• Delivery focused	1,2	3
1. Skills and Abilities – Desirable		
• Can use the UNIFORM database system for case management.	1,2	3
• Can demonstrate the ability to use online database and checking systems (e.g. DBS, DVLA)	1,2	3



<u>Key Competencies and Behaviours</u>	How Measured 1 - 3	Weighting of Criterion 1 - 3
2. Special Knowledge – Essential		
<ul style="list-style-type: none"> • Knowledge of Environmental Health and Licensing. 	1,2	3
<ul style="list-style-type: none"> • Awareness and understanding of the Council's and corporate policies 	1,2	3
<ul style="list-style-type: none"> • Understanding of the political environment and corporate objectives 	1,2	2
2. Special Knowledge – Desirable		
<ul style="list-style-type: none"> • Can demonstrate up to date training on relevant subject areas through the IOL or CIEH or similar bodies. 	1,2	3
3. Experience – Essential		
<ul style="list-style-type: none"> • Experience within the Environmental Health Field 	1,2	3
<ul style="list-style-type: none"> • Knowledge of the relevant legislation and best practice (e.g.Food/safety/noise etc) 	1,2	3
<ul style="list-style-type: none"> • Understanding of the Licensing functions 	1,2	3
3. Experience – Desirable		
<ul style="list-style-type: none"> • Has worked within a Environmental Health or Licensing Dept previously 	1,2	3
4. Other Requirements – Essential		
<ul style="list-style-type: none"> • GCSE Maths and English Language or equivalent 	1,2	3
4. Other Requirements – Desirable		
<ul style="list-style-type: none"> • 		
5. Equality – Essential		
<ul style="list-style-type: none"> • Can demonstrate the application and impact of equality in a local authority setting. 	1,2	3



<u>Key Competencies and Behaviours</u>	How Measured 1 - 3	Weighting of Criterion 1 - 3
5. Equality – Desirable		
<ul style="list-style-type: none">• Can demonstrate the application and impact of equality in a Licensing or ENV Health environment.	1,2	3

