



Environment Management Team Member (Business Administration Apprenticeship level 4) – South East

Candidate Information Pack

Please consider the environment and only print this document if you really need to.

<http://www.gov.uk/environment-agency>



Job title: Environment Management Team Member (Business Administration Apprenticeship Level 4)
Job location: Welwyn Garden City
Date: 28/11/2018
Reference: 9514

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1. Our organisation

Our organisation

We are the Environment Agency. We protect and improve the environment. Acting to reduce the impacts of a changing climate on people and wildlife is at the heart of everything we do. We reduce the risks to people, properties and businesses from flooding and coastal erosion. We protect and improve the quality of water, making sure there is enough for people, businesses, agriculture and the environment. Our work helps to ensure people can enjoy the water environment through angling and navigation. We look after land quality, promote sustainable land management and help protect and enhance wildlife habitats. And we work closely with businesses to help them comply with environmental regulations. We can't do this alone. We work with government, local councils, businesses, civil society groups and communities to make our environment a better place for people and wildlife.

Of course, none of this will be possible without the professionalism and dedication of our staff. We are committed to promoting equality and diversity in all we do, and to valuing the diversity of our workforce, customers and communities.

We're committed to helping our people to find new ways of working and to maintain our focus on creating a better place for people and wildlife. For more information on the Environment Agency and what we do, please visit:

www.environment-agency.gov.uk/aboutus

[Website](#) | [Twitter](#) | [Facebook](#) | [LinkedIn](#) | [Instagram](#) | [Flickr](#) | [YouTube](#)



2. Salary and benefits

Join us in this role and you will enjoy the following benefits:

Grade Rate: £22,433 (pro rata)

Location: Welwyn Garden City

Hours of work: 37 hours Permanent contract

Leave entitlement: Your leave allowance in this role will be 25 days plus bank holidays (pro-rata - if part time or an assignment).

We offer up to two days paid environmental outcome days each year. These give you the opportunity to take part in community activities with a clear environmental outcome for people and wildlife.

Pension: We will enrol you into the Environment Agency Pension Fund (EAPF) on commencing employment, if your employment contract is for 3 months or more. The EAPF is part of the Local Government Pension Scheme (LGPS). It is a career average scheme, which means you will build up benefits based on your pay each scheme year rather than your final salary.

We will base your pension contributions on your actual pay and you will receive tax and national insurance relief on your contributions. The pension contribution rates currently range between 5.5% to 12.5%. Whilst you are in the scheme we will also pay an employer contribution into your pension pot. We currently pay 18.5%, so this is a very generous scheme.



2. Salary and benefits continued

Work/life balance:

We support flexible working hours and practices to help you strike a good balance between your work life and your personal life. We will also encourage you to keep developing your skills and professional knowledge throughout your career.

Diversity:

We are committed to diversity and inclusion. We aspire to be the best employer in the country for equality, diversity and inclusion (EDI) and want all our staff to feel valued and respected and to see this as a great place to work. From our EDI executive champions to our EDI employee networks, everyone has a part to play to embed equality, diversity and inclusion in our organisation. Diversity: it's in our nature.

Lease car:

There is no Lease car entitlement for this role.

Tenancy deposit loan:

Our Tenancy deposit loan scheme assists permanent employees and individuals employed directly by the Environment Agency on a Fixed Term Contract of more than 3 months, to cover the costs of a deposit for a privately rented home, which can sometimes act as a barrier to moving. The scheme gives access to an interest free loan to pay for some, or all of, a deposit and can be paid back over a period of up to 12 months, directly from your monthly salary.

The scheme gives access to an interest free loan to pay for some, or all of, a deposit and can be paid back over a period of up to 12 months (or by the end of your fixed term contract, if you are employed for less than 12 months), directly from your monthly salary.



3. The role

Role

Being an Environment Management Team Member is a really important role within our regulatory services teams at the Environment Agency. Team Members are the corner stone of the team and play a key role in delivering operational and regulatory services which protect and improve our environment.

The Teams regulate waste and industrial facilities to ensure compliance with the Environmental Permitting Regulations. You will support regulatory officers by carrying out routine interpretation of data and preparing reports, often providing the initial regulatory response. You will join one of our customer facing frontline teams working directly to help create a cleaner, safer and healthier environment.

Based in one of our area offices, you'll work in an operational team focusing on Waste issues. In the Waste team you will focus on operators and companies in the waste sector. The work in both teams includes:

- enforcing environmental regulations
- influencing companies and businesses to move from correction to prevention
- using excellent customer service skills to engage with local communities and operators
- visiting sites to conduct inspections and taking action if environmental regulations have been breached
- dealing with and investigating environmental offences and incidents
- giving evidence in court
- attending to out of hours emergencies as part of a standby rota
- advising how people and businesses can improve the environment
- Recovering customer debt by providing advice on payment, or supporting enforcement/ legal action.

The role will engage in the delivery of operational and regulatory services that are key to the protection and improvement of our water, land and air. It will provide a comprehensive support service to the teams to ensure achievement of environmental outcomes.

The role will have an opportunity to support the Environment agency's wider incident management responsibility. This may include taking part in a duty rota to provide a 24 hour response to

incidents. This is a team role and you'll never be on your own – you'll have back up from colleagues and incident support staff.

The job is extremely varied, exciting and sometimes challenging. You may be working with business customers to provide information that will help them operate legally; while at other times you will be coordinating responses to high profile and sensitive environmental issues.



Training and development

You will receive the necessary training and development to ensure that you have the skills needed to perform the role of an Environment Management Team Member to a high standard. This will include a mixture of on the job training, mentoring, e-learning and some structured classroom based learning sessions.

Apprenticeships

This role benefits from fully funded opportunities to develop academic/professional qualifications via a range of apprenticeships.

An apprenticeship is a genuine job with an accompanying skills development programme. Upon successful completion, the Apprentice achieves a standard that is acknowledged in the form of a nationally recognised or professional qualification.

What are the benefits?

Apprenticeships provide you with the opportunity to:

- Develop skills and competencies to support personal development and career progression;
- Gain a professional or nationally recognised qualification at no personal cost.



3. The role continued

How long is an apprenticeship?

Apprenticeships vary in length depending on the level and subject. Level 2 apprenticeships are typically 12 months. The longest are Levels 6 and 7, which are typically 3 – 5 years.

Apprenticeships are available at different levels of qualification. These equate to academic levels as follows:

Level 2 - equivalent to 5 GCSEs at grades A-C

Level 3 - equivalent to two A levels

Level 4 - equivalent to a Foundation Degree

Level 5/6 - equivalent to a Bachelor's Degree

Level 7 - equivalent to a Master's Degree.

What qualifications are included in the Business Administration Level 4 Apprenticeship?

The great thing about an apprenticeship is that you will gain valuable qualifications which demonstrate the new skills you have developed whilst on programme.

The Qualifications for this programme include:

- Level 4 NVQ Diploma in Business Administration,
- Level 4 BTEC Diploma in Business Administration.

How is the programme structured?

The apprenticeship is made up of four components over 21 months, ensuring you have a rounded in-depth understanding of the fundamental principles, techniques, and workplace behaviours essential to working on the front line within the Civil Service.

The four components are:

1. Competency and Knowledge base qualifications,
2. On programme support,

<http://www.gov.uk/environment-agency>

3. Personal Development,
4. Employment rights and responsibilities.

What will I learn?

This programme consists of a Pearson Edexcel qualification that is supported by off the job, online and self-paced learning, as well as the opportunity to apply your learning on-the-job.

Business Administration Systems

You will learn to:-

- Understand administrative systems
- Understand how systems thinking affects the administrative performance of organisations
- Understand the role of policies and procedures in meeting customer requirements

Communicating in a Business

You will learn to:-

- Understand business communication models, systems and processes
- Understand the principles of effective communication in organisations
- Understand the role of communication in organisations

Managing Self Development

You will learn to:-

- Understand how Continuous Professional Development (CPD) influences personal effectiveness
- Understand own values, career and personal goals in relation to a work role and professional development
- Understand how to plan development
- Understand how to monitor and evaluate development activities

Managing Information and Knowledge

You will learn to:-

- Understand the need to manage information and knowledge within organisations
- Understand the role of ICT in managing information and knowledge
- Understand the links between knowledge management strategy and competitive advantage

Principles of Project Management

You will learn to:-

- Understand the importance of the initiation phase of a project
- Understand how to execute a project
- Understand how to evaluate and present project outcomes

Knowledge/Qualifications

Ideally you will have some experience of working within high performing teams or in a customer focused role. Perhaps you've coordinated responses to enquiries or completed data analysis and produced reports for internal or external customers. You may have an appreciation of the Environment Agency's regulatory role or have had exposure to a regulated industry in the past. Whatever your background, you'll be interested in the environmental sector and be willing to support us deliver our operational and regulatory services that are key to protecting and improving our environment.

Whilst relevant work experience would be an advantage, it's less important to us than your ability to demonstrate the key transferrable skills and personal qualities that we're looking for.

Skills/Abilities/Experience

We're not seeking any specific qualifications for these roles. It's much more important that you have the right personal characteristics and a passion for protecting the environment. Please do not be put off applying if you do not have a degree, A Level or other qualification because we will provide you with all the training you'll need.



Through your experience to date you will ideally be able to demonstrate some of the following:

- Customer service excellence is a vital part of the role.
- Ability to develop and maintain good relationships with internal and external customers
- Delivery of work by planning, tracking, gathering and maintaining data/information
- Ability to work on your own initiative and as part of a team to make decisions and achieve planned outcomes
- Excellent organisational skills and computer literate
- Excellent communication skills are a must as you'll be working with a diverse range of people and customers.
- The key things we're looking for are transferrable skills and capabilities, so do not be put off applying if you don't have previous experience in this sector.

As an entry level role we welcome all backgrounds, preferably those with an interest in the environment and wanting to make a difference.



4. Further information

The Environment Agency values a diverse workforce and welcomes applications from all sections of the community who wish to join a workforce which embraces difference and welcomes everyone.

We aim to create and maintain a diverse workforce (including our Board and Executives) that better reflects the UK's economically active population. Therefore, we particularly welcome applications from Black, Asian and Minority Ethnic (BAME), disabled, female and LGBT+ candidates who are under-represented across our workforce.

We will consider flexible working patterns for all our vacancies, including job share, so please include clearly any information regarding your preferred working arrangements on your application.



Eligibility to apply and continuity of employment

Employment agency workers and contractors are considered to be external candidates and should therefore only apply for positions that are being advertised externally. They are also not eligible to claim continuity of employment should they be successful in securing a position with the Environment Agency.

If you have been a member of a Regional Flood and Coastal Committee in the last 12 months we will not be able to continue with your application based on agreed appointment rules related to employing ex-RFCC members. We would welcome an application from you once the 12 month period have passed.

For applicants who currently work in local government or other bodies listed in the Redundancy Payments (Continuity of Employment in Local Government etc.) (Modification) Order 1999, you may be eligible for continuous service for the purpose of calculating any future redundancy payment. In addition, if you can demonstrate that you have worked at the Environment Agency immediately before joining the Civil Service and are now being re-employed by the Environment Agency within a period of three years of leaving, you may also count your Civil Service employment for the purpose of calculating your service related entitlements as outlined above. If you are unsure of your status then you should contact your own HR Team.

Pre-employment Checks

We apply the Baseline Personnel Security Standard (BPSS) check when recruiting staff to our posts. This includes a basic criminal records check.

For the great majority of roles in the Environment Agency this will be sufficient and only certain roles will require a higher level of clearance. Should this be necessary, you will be advised of this during the recruitment process.

Positions based at our London office or roles that require frequent travel to London require CTC level security clearance. This will be confirmed to you during the recruitment process.

Want to find out more?

To find out more about what it's like to work at the Environment Agency, please visit:
<https://www.gov.uk/government/organisations/environment-agency/about/recruitment>





5. How to apply

We use an online recruitment system. To make the application process simple and straightforward, and so that you know how it works and what we need from you, we've put together a few hints and tips. Make sure you have all the information you need about the vacancy. For some jobs, you'll be asked to download a candidate pack, like this one, where you'll find specific application instructions.

The first thing you need to do is sign up to our recruitment system. You will need a valid e-mail address to log in and apply for opportunities, as all communication from us will be via e-mail. You can do this via the vacancy you are interested in by selecting '**Apply**' at the bottom of the advert.

Once you've clicked this link you'll then be asked:

- Do you have the right to live and work in the UK?
- Do you have the required qualifications or equivalent experience, which were stated in the job advert?
- Are you currently an employee of this organisation?

Simply answer yes or no and you can carry on with your application. You'll then see the '**Register**' page. Simply complete the details and select '**Submit Registration**' and register to the system. You only need to sign up to the system once; you'll just be able to login next time.

When it comes to the actual application, you need to fill out each section, please be aware that the system will automatically time out if you are inactive for more than 60 minutes. This will result in any unsaved information being lost so make sure you save what you are doing regularly. Once you've finished, your details and information will be saved on the system for any future applications – of course, you can edit your details at any point.



5. How to apply continued

When you apply to the Environment Agency for a job we will ask you to provide your personal data on our application form. We need this information so that we can establish your identity and your right to work in the UK.

You can read our Data Protection Statement on the application process page of our recruitment system. It is also available for reference on each page of the actual application.

Competence Questions/Statement

We're keen to know what makes you right for the job you're applying for and why we should ask you in for an interview. The competence questions/statements are your chance to convince us!

You should demonstrate how your skills, qualities and experience meet the requirements of the job (as described in the job advert and candidate pack). And instead of simply telling us, show us: use real life examples of where you've used a certain skill or how you've practically applied your experience.

There's a 250 word limit per competence including spaces. It's a really important part of the selection process so make sure you keep your statement relevant and concise. Think about what we need to know about you and what you'd bring to the role and our organisation.

Application questions

For some roles, we'll ask you some specific questions, like if you have a preferred work location. If you're disabled and you'd like to be part of our Guaranteed Interview Scheme, you can add this information in here.



5. How to apply continued

Equality and Diversity

We're committed to reflecting the communities we serve and we'd like you to tell us about yourself and your background.

Submitting your application

Once you've filled out and completed everything, you'll be prompted to submit your application. Simply click the button and you're done.

Please be aware that once you've submitted your application, with the exception of the 'Personal Details' section you will not be able to edit your application further. If you decide to withdraw your application, you will not be able to submit another application for the same vacancy.

If, at any stage, you have questions or problems, please contact the recruitment team on 0845 241 5350 or email ea_recruitment@sscl.gse.gov.uk

Setting up 'job alerts'

If you have been unsuccessful with your application you can set up email alerts for future vacancies. You will automatically receive an email when a job that matches your criteria becomes available. To do this simply click on '**create a new job alert**', enter your job criteria and save.

Environment Agency Benefits

The Environment Agency offers an attractive and competitive benefits package, including:

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| <p>Core Benefits</p> <p>Basic Salary Based on skills and experience, in which salary ranges are subject to review each year as part of the pay award.</p> <p>Pension Scheme A final salary pension scheme. Contributions are based on your full time equivalent pay and range between 5.5% and 12.5%. The Environment Agency contribution is currently 18.5% of your pay.</p> <p>Holidays Attractive annual holiday entitlement starting at 25 days plus statutory bank holidays pro-rata for flexible workers , i.e. part time, job share employees).</p> <p>Enhanced statutory policies Enhanced maternity, adoption and paternity leave, and sickness absence provisions.</p> | <p>Training & Development</p> <p>Performance Management Individual performance plans, learning and development matched to your agreed career objectives and progression plans.</p> <p>Learning & Development A range of training courses, leadership development initiatives and access to L&D materials are available, covering technical, managerial and personal skills.</p> <p>Examination Leave Paid leave for exams and revision for approved studies.</p> <p>Professional subscriptions We will pay the membership fees for one relevant professional association.</p> | <p>Work/life Balance</p> <p>Flexible Working Flexible working patterns including job share.</p> <p>Family Friendly Benefits Childcare vouchers' scheme and discounts on selected childcare products.</p> <p>Travel & Transport Benefits A range of travel and transport benefits. Discounts on Haven Holidays and HotelStay.</p> <p>Shopping & Leisure Benefits A variety of discounts at online stores and leisure experiences available via Mylifestyle.</p> | <p>Health & Wellbeing</p> <p>Occupational Health Access to Duradiamond Healthcare advisory service.</p> <p>Eye Care Free eye tests.</p> <p>Employee Assistance Service Access to Workplace Wellness available to you and your family</p> <p>Sports & Social Club Opportunity to benefit from a wide range of subsidised events and discounts.</p> <p>Health Discounts Optional discounts provided by a number of external providers and health clubs.</p> <p>Local Benefits These vary from region to region.</p> | <p>Finance</p> <p>Interest Free Loans For season tickets and/or bicycles and safety equipment as well as tenancy deposit scheme</p> <p>Special Leave Additional paid leave is available for employees taking part in public duties, trade union activities, special/trained forces and for health & safety representatives.</p> <p><i>The following benefits only apply to eligible roles:</i></p> <p>Lease Car Scheme Relocation Assistance Free Car Parking</p> |
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