

create a better place



Project Support Officer – Central Hub

National Estates

Candidate Information Pack



Job title: Project Support Officer
Job location: Birmingham
Date: July 2022
Reference: 22972

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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: £24,213 (pro-rata if part time or an assignment)

Location: Birmingham

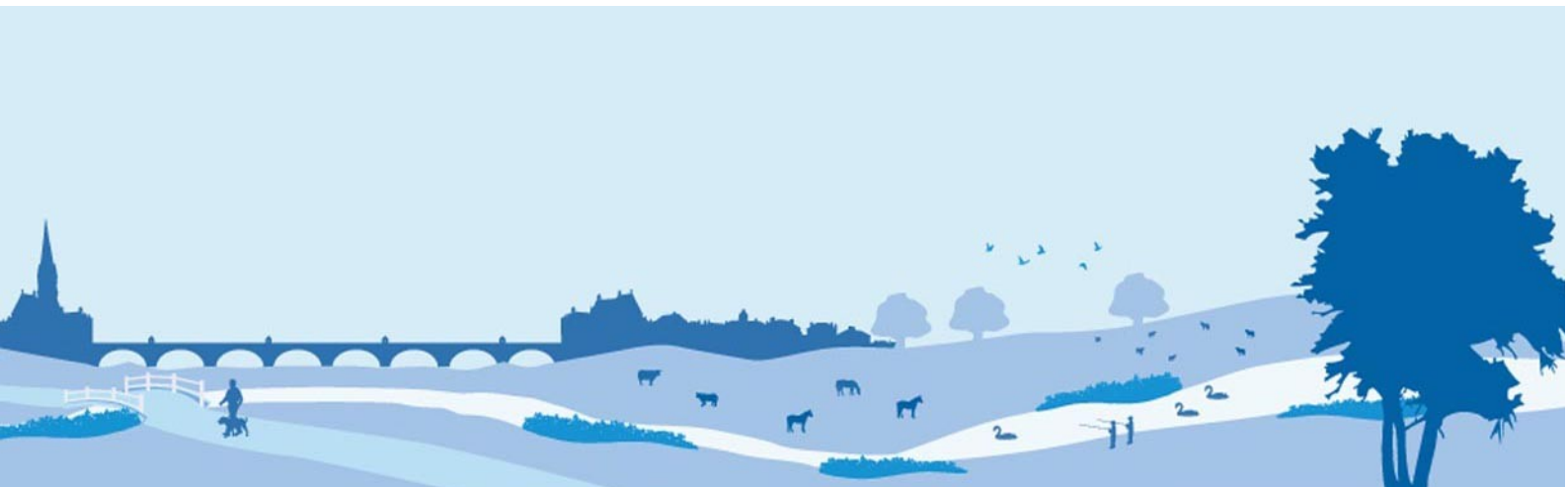
Hours of work: 37 hours FTE, permanent contract

Leave entitlement: Your leave allowance in this role will be 25 days or equivalent, depending on working pattern, plus bank holidays. Your allowance will be pro-rata if you work part time or you are on an assignment to a role at a higher grade that attracts an increased entitlement. Your entitlement depends on your grade, your contracted hours, and your length of continuous service.

We also 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 three 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% and 12.5%. Whilst you are in the scheme we will also pay an employer contribution into your pension pot. We currently pay 19%, so this is a very generous scheme.



2. Salary and benefits continued

Work/life balance:

We support flexible working hours and practices (including job share) 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.

Tenancy deposit loan:

Our Tenancy Deposit Loan scheme assists employees directly employed by the Environment Agency in meeting 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 on a privately rented home. The loan can be paid back over a period of up to 12 months, directly from the monthly salary.



3. The role

Our advert describes the day to day activities of the role, the team it operates within and the skills/experience we're looking for from applicants. This information should be read in conjunction with the job family role profile that we've provided.

In the Environment Agency, our roles are grouped by grade and similar characteristics into one of seven job families. Job families describe the work undertaken in broad terms. This enables us to use generic profiles to broadly describe 80% of the key accountabilities, skills and experience for each job family at each grade.

The role of Project Support Officer fits into our Business Services job family at grade 3.

Please contact the **Estates Recruitment Team** (recruitmentstates@environment-agency.gov.uk) if you would like to discuss the role in more detail.

Environment Agency: Estates

With landholdings extending to some 26,000 hectares, Estates is at the heart of delivering the Environment Agency's circa £5.2 billion capital programme to better protect 360,000 homes. Driving forward positive environmental outcomes for our local communities, the future brings ever-evolving challenges and new exciting opportunities us.

Core to the delivery of the Agency's [Ambition to 2020](#) and the [Government's landmark 25 Year Environment Plan](#), we're committed to being exemplary and providing a professional service that exceeds customer expectations and delivers value for money.

National Estates – Our Role

We're a national service which comprises of five operating hubs, a Property Assurance team, National Technical Support team and a Business Management team.

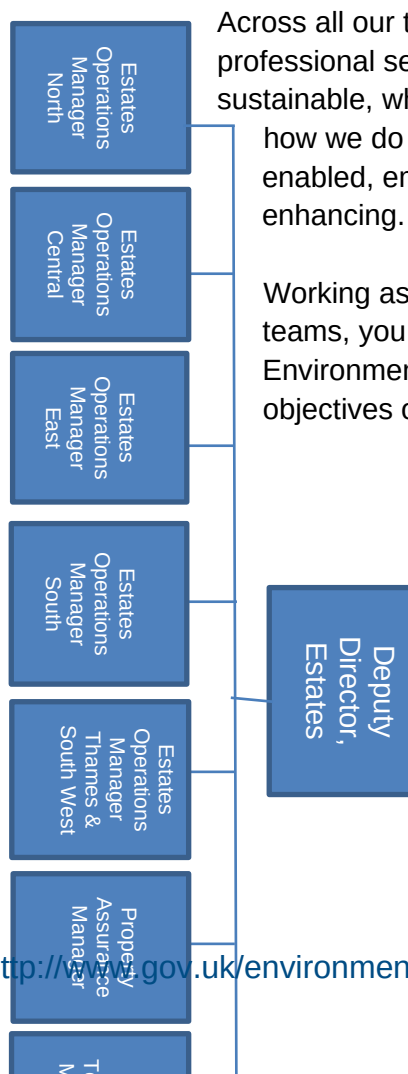
Our operating hubs cover five geographical areas: North, Central, East, South, and Thames and South West. Our surveyors work flexibly beyond those boundaries, but our customers always have a local point of contact.



3. The role continued

Each of our operating hubs, led by Estates Operations Managers, is made up of property professionals, including chartered surveyors, who carry out the main technical function of the service, dealing with our customers face-to-face, Team Leaders and Project Support Officers. Alongside our property professionals are Estates project support officers, who deliver essential support to the activities led by our surveyors, helping Estates to build and sustain working relationships which empower our customers.

The National Technical team and Business Management team support the operational teams and move our service forward, providing administrative support, reviewing the work we do, identifying areas of improvement and leading Estates through change.



Across all our teams, we're committed to providing an exemplary and professional service that exceeds customer expectations, is innovating and sustainable, whilst also delivering value for money. People, the environment and how we do things run through our core. We want our people to be brilliant, enabled, empowered and fulfil their potential and find working for us life enhancing.

Working as part of Estates in one of our frontline operational teams or support teams, you will be a vital team member supporting the delivery of the Environment Agency projects in your area to achieve the wider goals and objectives of the Environment Agency's action plan.

3. The role continued



Principle accountabilities

Working in our Estates team, you'll be a vital in supporting our front-line operational work, providing an effective and efficient estates service. You'll be supporting project work across the East and West Midlands, Lincolnshire and Northamptonshire, engaging with project administration tasks for estates. You'll use your excellent organisational skills to support the activities led by our surveyors, whilst building and sustaining working relationships with our team and customers.

As part of our Estates Central operational team, your days will be varied and challenging, with regular work involving such tasks as:

- Co-ordinating instructions for project initiation and completing quality checks to ensure relevant information is obtained from our clients and partners
- Records management, ensuring programme records are updated regularly and accurately
- Undertaking Land Registry searches. Compiling reference information and preparing indicative plans of land ownership/occupation within data management policies
- Assisting with contacting landowners to gain entry to land for our operational works or projects
- Co-ordinating the service of statutory notices required for land access, and liaising with our clients and partners as necessary
- Processing sensitive information surrounding compensation negotiations. Recording approval forms and completing payment requests as directed by our surveyors.

Qualifications, skills and experience

Working as a Project Support Officer in the Environment Agency means the environment will be at the heart of everything you do: the quality support you deliver will help to ensure we maximise sustainability, value for money and drive forward positive environmental outcomes for our local communities.

3. The role continued

You'll need to:

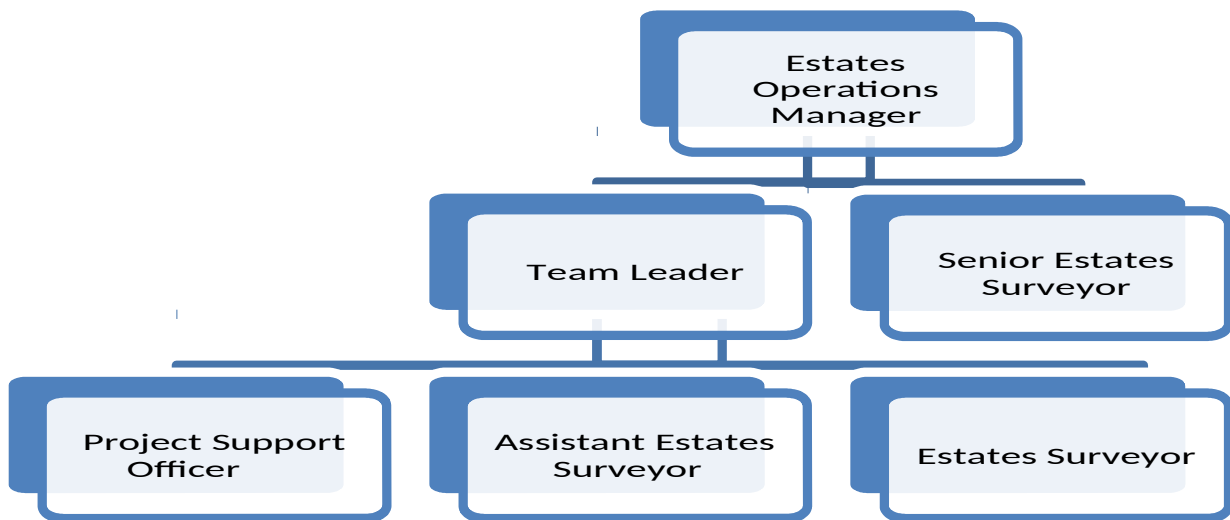
<http://www.gov.uk/environment-agency>

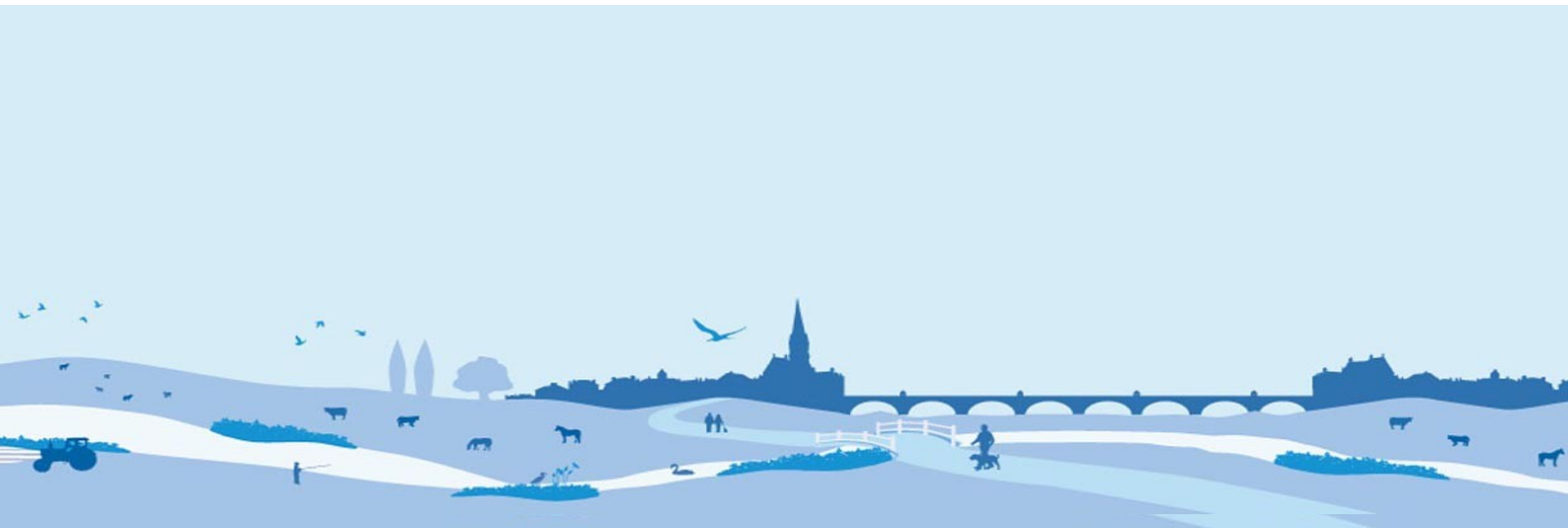
- Be an effective communicator and have a natural aptitude for administrative processes and compliance, including financial payments
- Demonstrate working as part of a team and independently. A natural organiser, you'll effectively manage your time to achieve tight or conflicting deadlines. You'll use initiative to help improve administrative processes and improve efficiency
- Show excellent attention to detail, including accuracy when handling data and information; demonstrate compliance with data protection laws, internal policies and standards to robustly maintain records
- Be experienced in Microsoft Office applications and basic Geographic Information System (GIS) Skills (training can be provided)

We would support you to develop within this role either towards a surveying or project management career. The Environment Agency supports apprenticeships and once you have settled into the role, they may be opportunities to enrol and develop further within an apprenticeship scheme.

Our Structure:

The Estates Central Hub structure is as follows:





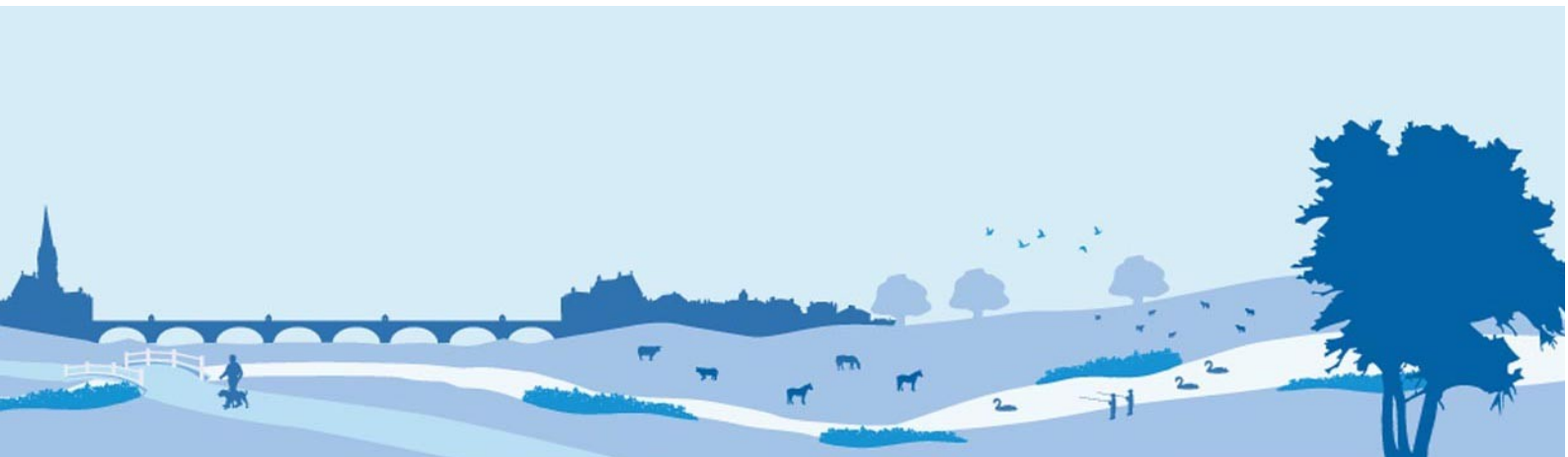
3. The role continued

Flexible Working

We offer a range of flexible working options, including flexi-time and part time/job share, where possible, so you can strike the right balance between work and home life. We try our best to accommodate personal commitments.

“Another advantage of working for the Environment Agency has been my quality of life outside of work. Flexi-time has allowed me greater flexibility over my working schedule and holidays, and I have been able to adapt my schedule around my other commitments”

Christian, East Estates Operations Hub



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.

If you require any further information, you can email the Estates Recruitment Team with your enquiry: RecruitmentEstates@environment-agency.gov.uk.

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 has 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.



4. Further information continued

Pre-employment Checks

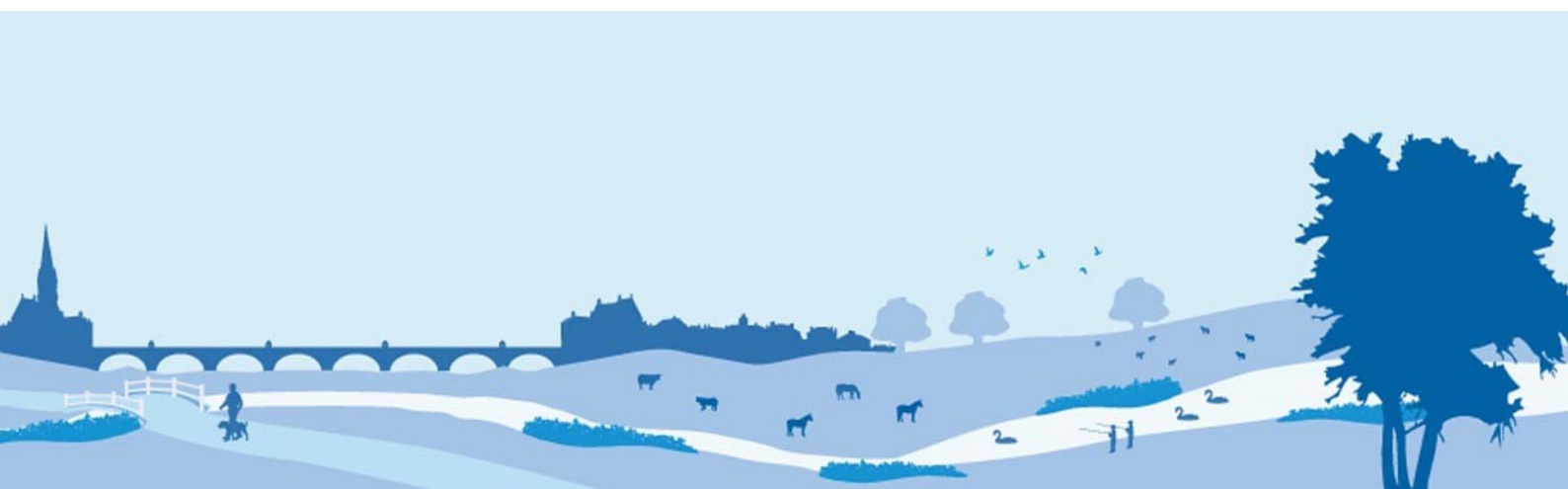
We apply the Baseline Personnel Security Standard (BPSS) check when recruiting staff to our posts. This includes a basic criminal records check.

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

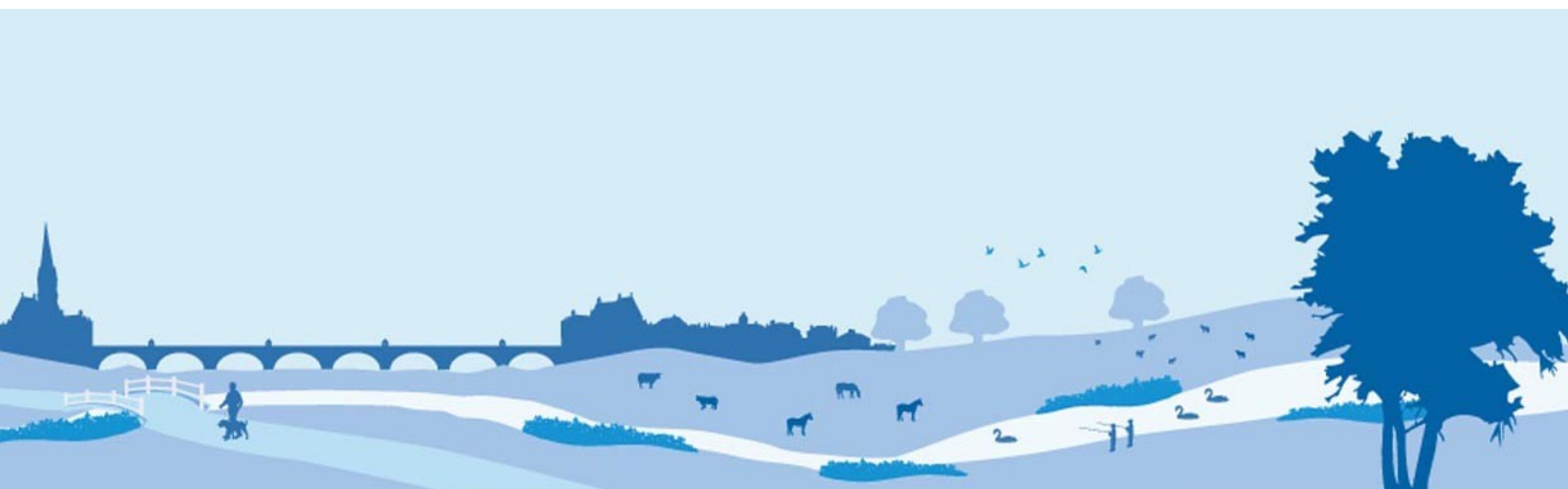
We're keen to know what makes you right for the job you're applying for and why we should invite you for an interview. The competence questions/statements are your chance to convince us!

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. 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:

Core Benefits	Training & Development	Work/life Balance	Health & Wellbeing	Finance
<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 career average 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 19% of your pay.</p> <p>Holidays Attractive annual holiday entitlement starting at 25 days (or equivalent) plus statutory bank holidays (pro-rata for flexible workers). We also offer up to two days paid environmental outcome days each year.</p> <p>Enhanced statutory policies Enhanced maternity, adoption and paternity leave, and sickness absence provisions.</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>Flexible Working Flexible working patterns including job share.</p> <p>Family Friendly Benefits Discounts on selected childcare products and services via MyLifestyle.</p> <p>Travel & Transport Benefits A range of travel and transport benefits via MyLifestyle.</p> <p>Shopping & Leisure Benefits A variety of discounts at online stores and leisure experiences available via Mylifestyle.</p>	<p>Occupational Health Access to Duradiamond Healthcare advisory service.</p> <p>Eye Care Free eye tests for DSE users.</p> <p>Employee Assistance Service Access to Workplace Wellness available to you and your family.</p> <p>Sports & Social Club Events and activities including subsidised events and discounts.</p> <p>Health Discounts Optional discounts provided by a number of external providers and health clubs via MyLifestyle.</p>	<p>Interest Free Loans For season tickets, bicycles and safety equipment.</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 and 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>

