Grade : 2	Profile reference:ER02
Doc Version: V1	Date latest version: 22/05/2017

Job Family Role Profile: Environment & Regulation, Grade 2

- *This is a generic role profile. It aims to outline the requirements of roles broadly within the job family and grade detailed above rather than provide the requirements of a specific job*
- *This profile should be used as a template to help 'frame' the right size and shape of work undertaken locally*
- *For further guidance on how to use job family role profiles effectively, please see the Easinet*

Job Family Description

These are roles engaged in the delivery of operational and regulatory services that are key to the protection and improvement of our water, land and air.

This job family hosts a variety of skills and activities, such as monitoring enforcement through to licensing and permitting. Roles can be field based, gathering data or 'auditing' customers, or office based carrying out analysis or providing advice on environmental issues to customers.

Purpose Statement

The contribution and key purpose of roles in this job family at this grade. It indicates the typical degree of independence these roles hold. Note: names of roles are intended to illustrate the type of roles at this grade and are not related to job title.

Carries out a range of activities to support teams, maximising the delivery of operational and / or regulatory activities that form Environment Agency policy and bring about environmental outcomes.

Roles in this job family at this grade may interact with customers, internally and externally. In some cases, regular contact with the public is a key feature for these roles.

Some roles in this job family participate in incident response as part of their accountability.

These roles predominantly undertake activity within well-defined ways of working, are supervised and escalate issues as they occur.

Representative Accountabilities

The key areas of work and responsibilities for these roles. Points identify typical areas of outputs and suggest anticipated results but are not exhaustive or specific.

- Acts as an initial point of contact, communicating and filtering information for the team so that operational and regulatory services are delivered effectively and standards and priorities are met.
- Carries out a timely and accurate support service to the team, operating systems efficiently to maximise the effective use of team's time.
- Supports the collection and compilation of information / briefing material enabling the team to produce effective, clear and concise presentations / reports that enable understanding and action.

- Maintains data and information systems, ensuring that records are stored effectively, are up to date and readily accessible to facilitate team activities. This may involve the use of specialised systems and databases.
- Chases and tracks information. May collate data into basic reports that assist others in making decisions on operational and regulatory activities.
- Maintains a good customer focus, ensures customer enquiries are dealt with politely and efficiently.

Typical skills, knowledge and experience

The knowledge, skills and experience indicated usually reflect the minimum levels required for competent performance in the role. Due to the generic nature of job family profiles, detailed requirements need to be specified in supporting documentation, such as the advert.

- Roles require skills and / or experience to carry out support activities in a regulatory and / or operational environment.
- Required to organise and plan own work on a daily basis.
- Requires good level of literacy and numeracy skills.
- Required to deal with customers tactfully and effectively.
- Required to use standard IT packages efficiently to deliver work and able to learn specialised systems as required.
- May be required to operate specialised equipment.

Expectations for these roles

Sets relevant expectations for roles by grade, including health and safety, equality and diversity, communications required, quality assurance and level of organisational wide understanding required for role. This section is common to all job families at this grade.

- Maintains health, safety & wellbeing training and awareness that is relevant to working environment and exhibits safe and well behaviours and attitude.
- Promotes inclusion by respecting differences in our workforce and works to build a supportive & engaging workplace.
- Required to communicate effectively with others in everyday working relationships, including contact on operational and / or regulatory and other queries.
- Contributes to delivery of team business plan and environmental outcomes by working effectively, to specified standards, and within required service levels.
- Understands internal colleague requirements and the service provided. Has basic understanding of the wider Environment Agency.

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Grade Distinction

Outlines the difference in expectations and/or accountabilities for roles at grade above and below this profile. This section is common to all job families at this grade.

Roles at grade 1:

- Not applicable

Roles at grade 3:

- Usually require specific training and experience to carry out required activities.
- Interact with customers / team on wider range queries and issues.
- Compile and collate information from varied sources.