Grade : 3	Profile reference:ER03
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Job Family Role Profile: Environment & Regulation, Grade 3

- *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.

Acts as part of a team delivering operational and / or regulatory activities and support to ensure achievement of environmental outcomes.

Roles can be field or office based and cover a range of activities from carrying out enforcement and field monitoring tasks through to dealing with customers, and providing analysis.

Roles will interact with internal and external customers.

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

These roles work to standardised procedures and are required to plan and organise their own work to achieve short term results.

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.

- Provides accurate and timely support for operational and/ or regulatory decisions, by carrying out routine interpretation of data and, where required, preparing basic reports. In some cases, providing a first level regulatory responses on behalf of the team.

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- Roles may check compliance with environmental standards and undertake front line investigations.
- Roles may provide a comprehensive support service to the team, ensuring efficient systems are in place to maximise the effective use of team's time.
- Maintains good customer focus and ensures effective relationship building and partnership working to support the organisation achieve its operational and regulatory objectives.
- Roles may contribute to projects applying local knowledge or technical skills to the solution of problems.
- Some activities may involve the use of specialised equipment and / or systems in the delivery of their objectives.
- Some roles handle sensitive regulatory cases and are required to deal with confidential information appropriately.
- Operates and maintains data and information systems effectively. Ensures records are stored accurately, are up to date and readily accessible to facilitate team activities.

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.

- Requires specific and relevant skills and / or experience to independently carry out required tasks and activities in a regulatory and/ operational environment.
- Roles expected to exercise judgement in prioritisation and highlighting potential issues.
- Good level of literacy and numeracy required.
- Required to build relationships based on understanding customers' needs and providing the service required.
- Required to use standard IT packages efficiently to deliver work and able to learn specialised systems as required.
- Roles may require vocational qualifications or equivalent experience.
- Roles may be required to use 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.

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- Supports health, safety & wellbeing best practice by promoting awareness and following safe working practices that comply with Environment Agency policies and standards.
- 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. Sometimes communicates outside of own area of activity and required to explain technical issues to a non-technical audience.
- Works with senior team members to deliver team priorities and environmental objectives. Delivers to clearly specified objectives, standards and service levels.
- Understands colleagues and partners requirements. Interprets and communicates the work of the Environment Agency.

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 2:

- Compile and collate information.
- Carry out standardised work governed by routine procedures.
- Usually select appropriate solution from a range of choices.

Roles at grade 4:

- Identify issues and use judgement to develop suitable solutions or new ways of working.
- Carry out advanced analyses on large and complex data sets.
- Require some background knowledge usually associated with practical experience or specialised training.