

Programme Support Officer - Software and IT

Candidate Information Pack

April 2022 – V4.5



Job title: Programme Support Officer - Software and IT
Job location: Penrith , Preston
Date: 22nd July 2022
Reference: 23487

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1. 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: £28,785

Location: Lutra House, Dodd Way off Seedlee Road, Bamber Bridge, Preston PR5 8BX
Ghyll Mount, Gillan Way, Penrith 40 Business Park, Penrith CA11 9BP

Hours of work: 37 hours FTE, Permanent

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 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 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.

As government restrictions continue to lift, Defra group is exploring future ways of working with flexibility in mind. This means, that subject to business need, successful candidates will be offered the option to combine working at home with working at their contractual Defra group workplace, with occasional travel to other work locations. Further information relevant to this post will be available for candidates invited to interview.

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.

Relocation:

If you need to relocate to take up this role, we might be able to offer financial help with this. This will depend on your circumstances, so if it's something you are interested in, please discuss it with us to find out what the options are.



3. Salary and benefits continued

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 Programme Support Officer - Software and IT fits into our Technical & Scientific Services job family at Staff Grade 4.

Please contact adam.walsh@environment-agency.gov.uk if you would like to discuss the role in more detail.



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.

As a dispersed team we use a variety of collaboration tools to deliver at pace, connect with each other and deliver our team goals. There may be occasions you will be expected to travel but virtual collaboration is the norm and preferred.

We are an operational team managing 24/7 systems, you're expected to play your part in a way that fits around your work/life balance.

You will be expected to contribute to wider leadership though working with others on:
Equality, Diversity, Inclusion
Health, Safety, Wellbeing
Learning and Development

Applications from under represented communities are particularly welcome. Assessment will be based on the following capabilities: Influences and Persuades; Manages Self, Communicate Effectively and Deliver through Others.

For further details please contact Karen Alden (0777 1635103) karen.alden@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 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.



4. Further Information

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

You can also visit our careers site at https://environmentagencycareers.co.uk



twitter facebook LinkedIn Instagram

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@gov.sscl.com

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

Basic Salary
Based on skills and experience, in which salary ranges are subject to review each year as part of the pay award.

Pension Scheme
A career average revalued earnings (CARE) pension scheme. Contributions are based on your full time equivalent pay, ranging between 5.5% and 12.5%. The EA contribution is currently 19% of your pay.

Holidays
Annual holiday entitlement starting at 25 days plus statutory bank holidays (pro-rata for flexible workers). We also offer up to two days paid environmental outcome days each year

Enhanced statutory policies
Enhanced maternity, adoption and paternity leave, and sickness absence provisions.

Training & Development

Performance Management
Individual performance plans, learning and development matched to your agreed career objectives and progression plans.

Learning & Development
A range of training courses, leadership development initiatives and access to L&D materials are available, covering technical, managerial and personal skills.

Examination Leave
Paid leave for exams and revision for approved studies.

Professional subscriptions
We will pay the membership fees for one relevant professional association.

Work/life Balance

Flexible Working
Flexible working patterns including job share.

Travel & Transport Benefits
A range of travel and transport benefits. Discounts on Haven Holidays and HotelStay.

Shopping & Leisure Benefits
A variety of discounts at online stores and leisure experiences available.

Health & Wellbeing

Occupational Health
Access to Duradiamond Healthcare advisory service.

Eye Care
Free eye tests.

Employee Assistance Service
Access to Workplace Wellness available to you and your family

Sports & Social Club
Opportunity to benefit from a wide range of subsidised events and discounts.

Health Discounts
Optional discounts provided by a number of external providers and health clubs

Local Benefits
These vary from region to region.

Finance

Interest Free Loans
For season tickets, bicycles and safety equipment.

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.

Financial Education Club
Providing guidance on how to manage your finances including information on credit scores, pensions, buying your first house and getting debt-free.

Tenancy deposit loan scheme
Access to an interest free loan to pay for some, or all of a deposit on a privately rented home.

The following benefits only apply to eligible roles:

Relocation Assistance
Free Car Parking