

Additional Role Information

Principal accountabilities

- Provide advice, support and guidance as an expert advisor to the organisation to inform and influence client officers, management and partners in line with relevant legislation and best practice, in order to effectively underpin risk based decision making.
- Where required provide advice and direction for the application of policy and process relevant to the Environment Agency's function(s) in an efficient and integrated way.
- Establish and maintain good relationships with client officers, managers and external partners to understand and influence their activities and promote and enhance the Environment Agency's goals and reputation.
- Monitor progress of work, identify risks in the delivery of priorities and implement timely resolution of issues, to ensure appropriate reallocation of time and effort, and enhancement of the service. This includes instruction of external advisors and careful management of any external legal spend.
- Identify, share and implement external and internal best practice so that advice to decision makers takes account of current thinking, innovation and lessons learned.
- Ensure communication is audience focused, clear and concise in order to assist understanding and support for business change and ensure implementation is positive and consistent.
- Maintain a good, broad understanding of Environment Agency business and culture in order to support the design, development, and implementation of Government policy with consideration of the potential implications / impact across the whole business.

Capabilities for the role

Your application should outline how you would contribute to the team providing an outstanding legal service, and demonstrate your experience and suitability for the role against each of the following top 3 capabilities:

Achieves results

Definition: Sets and delivers high work standards, demonstrates the drive to meet targets.

Prioritises and organises tasks and resources to ensure timely achievement of results.

Indicators:

- Maximises work output by setting goals and priorities tracking and measuring outcomes and taking swift remedial action when necessary.
- Can be relied upon to regularly exceed goals agreed
- Is tenacious and perseveres when others might give up and by doing so achieves the desired results
- Anticipates forth-coming issues and adjusts actions as necessary.
- Willing to put in extra effort to meet urgent deadlines when required; shows dedication and commitment; “goes the extra mile”
 - Is resilient and performs well under pressure; responds positively to setbacks and develops alternative action.

Legislative Knowledge

Definition: Applies a knowledge of statutory environmental and technical requirements to protect both the Environment Agency and the environment.

Indicators:

Maintains up-to-date knowledge of, and complies with all legislation within own area, enhancing and protecting the interests and integrity of the Environment Agency.

Applies appropriate legislation in line with Environment Agency policies and guidance and maintains accurate records of this.

Keeps up to date with changes to legislation.

Protects the Environment Agency’s Intellectual Property Rights.

Focuses on customers and partners

Definition: Addresses the needs of internal and external customers, provides rapid and effective responses

Indicators:

- Recognises the concept of both internal and external customers and treats both equally well.
- Identifies and addresses the needs of customers, delivering what is promised and ensuring that they are satisfied with the outcomes.
- Takes personal responsibility to meet customer needs; is polite, courteous and professional
- Ensures customers receive consistent and clear messages supported by accurate and timely information.
- Regularly monitors and measures customer satisfaction and looks for ways to improve customer service
- Anticipates and balances the needs of a range of customers with conflicting priorities.
- Keeps customers informed and manages expectations
- Handles complaints effectively, defuses anger and tension and resolves problems