

create a better place



Personal Assistant to NEAS Operations Manager

National Environmental Assessment & Sustainability

Candidate Information Pack

Please consider the environment and only print this document if you really need to.

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

April 2019 – V3.5

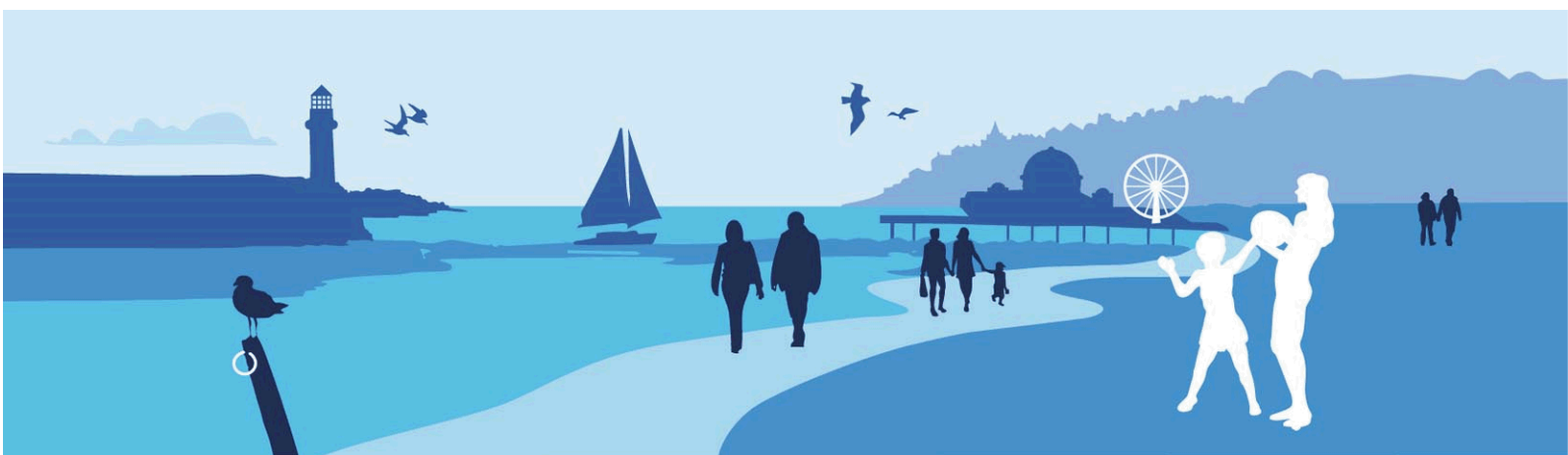


Job title: Personal Assistant to NEAS Operations Manager
Job location: Exeter (3 days per week)
Date: July 2019
Reference: 11559

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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](#)

Flood and Coastal Risk Management

At the Environment Agency, our National Environmental Assessment & Sustainability (NEAS) team works with the Flood and Coastal Risk Management teams to help protect against flooding and minimise the risks caused by any floods that do occur. The work we do directly and in partnership with others ensures our actions reduce flood risk and also provide environmental and social benefits.

We're making £2.5 billion capital investment between now and 2021 that will reduce flood risk to 300,000 homes, improving the environment and protecting transport, businesses and creating £30.3 billion benefit to society. It's an exciting time and we need your help to ensure we make investments wisely, minimising negative environmental impact and maximising the opportunities we can deliver to communities through our work.

All our teams have a role in incident management when flooding occurs. These vary from going out to support communities at risk from flooding to helping to manage our response when flooding does occur.

NEAS work in integrated project teams, managing or supporting the delivery of environmental impact assessments (EIA) or strategic environmental assessments (SEA). We use the environmental assessment process to improve the sustainability of our planning and designs. NEAS officers are skilled in working with a wide range of stakeholders and bringing together a range of expert views.



2. Salary and benefits

Join us in this role and you will enjoy the following benefits:

Grade Rate: £22,792 (pro-rata)

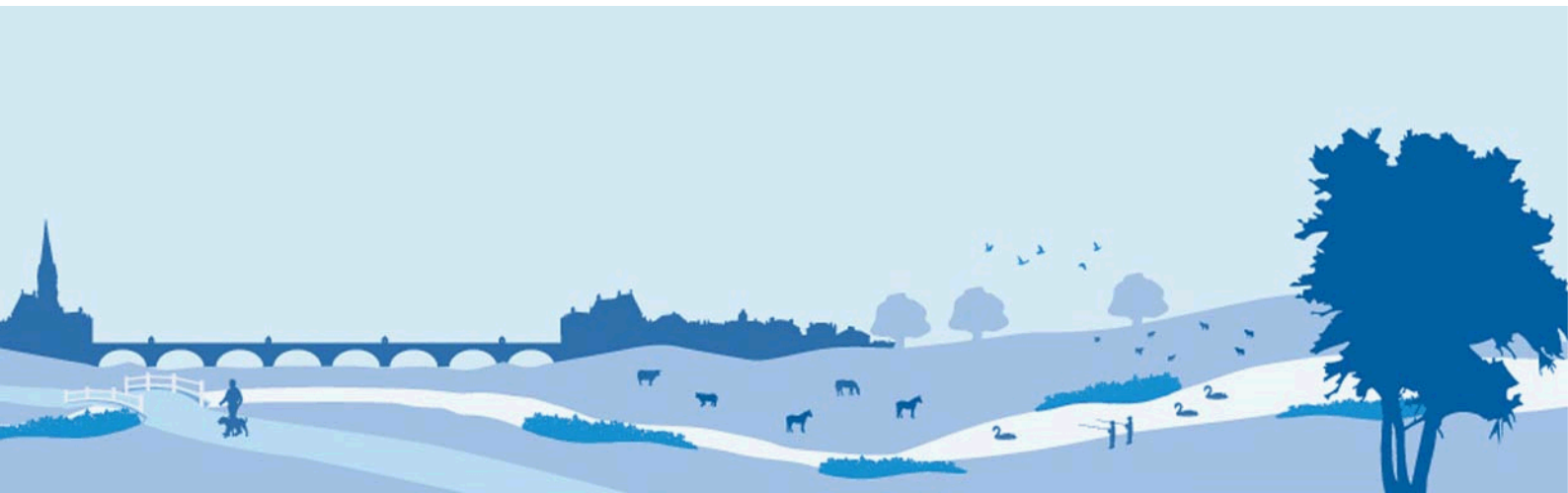
Location: Exeter

Hours of work: 22.2 hours per week

Leave entitlement: Your leave allowance in this role will be calculated on a pro-rata basis using 25 days as a full time equivalent. In addition to this, you will also be entitled to 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. 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 18.5%, so this is a very generous scheme.



2. Salary and benefits continued

Work/life balance:

We support flexible working hours and practices 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.

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. 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 Personal Assistant fits into our Business Services BS03 job family at grade 3.

Role

Working in a fast paced environment you will be the initial point of contact providing executive support to the NEAS Operations Manager. You will have the ability to carry out a combination of assigned tasks, some unsupervised, and will be used to dealing with confidential and sensitive materials and issues.

The work includes but is not limited to; diary management, preparing meetings, minute and action taking, managing a forward look system and organising and developing a variety of data and information. You will also be responsible for arranging travel and accommodation in line with budgetary guidelines.

Skills, Abilities and Experience

You will be excellent at building and sustaining working relationships as well as working in teams. You will be well organised, able to manage yourself and your own workload effectively whilst working under your own initiative. You will have good written and spoken communication skills and be able to act as an initial point of contact, communicating and filtering information so it is conveyed accurately, efficiently and in a timely manner.

You will have experience of giving excellent customer service primarily working as a PA or in a similar role, will possess effective communication skills and be able to build strong networks with other Areas, national teams and organisations. You will be able to pick up new IT systems quickly and be competent in using IT services such as Microsoft Office programmes (for example Outlook, Word and Excel).

Capabilities

The Key Capabilities for this role are:

Capability	Description
Achieves Results	Sets and delivers high work standards, demonstrates the drive to meet targets. Prioritises and organises tasks and resources to ensure timely achievement of results
Communicates Effectively	Listens and questions to understand and engage. Conveys information and ideas clearly, accurately and persuasively through speech and writing
Focuses on Customers and Partners	Addresses the needs of internal and external customers and provides rapid and effective responses

Please contact the vacancy manager 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.

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.

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>





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@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.