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# Digital Product Manager - Waste Regulation

## Candidate Information Pack

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

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



**Job title:** Digital Product Manager - Waste Regulation  
**Job location:** Any Environment Agency office  
**Date:** January 2019  
**Reference:** 9836

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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](http://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:

<b>Salary:</b>	£34,879 - £42,955 (pro-rata if part time)
<b>Location:</b>	This is a national post and can be based at any of our offices.
<b>Hours of work:</b>	37 hours per week (pro rata if part time). This post is open to applicants for part-time working or job share.
<b>Leave entitlement:</b>	<p>Your leave allowance will be 27 days plus bank holidays (pro-rata if part time). This increases to 30 days with length of service.</p> <p>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.</p>
<b>Pension:</b>	<p>We will enrol you into the Environment Agency Pension Fund (EAPF) on commencing employment, if your employment contract is for three months or more. The EAPF is part of the Local Government Pension Scheme. 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.</p> <p>We will base your pension contributions on your actual pay and you will receive tax and national insurance relief on your contributions. For salaries in the range above, the pension contribution rates are currently between 6.5% and 6.8%. 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.</p>
<b>Work/life balance:</b>	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.



## 2. Salary and benefits continued

### **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.

### **Tenancy deposit loan:**

Our tenancy deposit loan scheme assists permanent employees and individuals employed directly by the Environment Agency on a Fixed Term Contract of more than three months, to cover 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 and can be paid back over a period of up to 12 months (or by the end of your fixed term contract, if you are employed for less than 12 months), directly from your monthly salary.



## 3. The role

You will join our Waste Regulation team to help create, run and maintain great digital services that meet the [Government Digital Service Standard](#).

Ensuring that waste is managed safely in order to protect human health and the environment from pollution is a fundamental duty of government and regulators. Our digital services are a key instrument to deliver these duties.

You will provide product manager skills for one or more products or services and provide a significant contribution to the delivery of end-to-end digital services by means of cross-team coordination, collaboration and flexibility. We have a wide range of regulatory regimes that are in different stages of digital transformation. With your Agile skills, you will be key in helping to progress their development.

Your main duties will be to:

- form the vision for your product and engage your teams and stakeholders in the development of that vision over time
- keep people informed about the development of your products and promote their uptake
- represent users throughout the delivery process and use their feedback to inform continuous improvement

You will work closely with the agile delivery teams to:

- makes sure the service fits in with the organisation's priorities
- define what the future 'data' goal of the service is
- make sure your service will meet user needs
- make sure your service is [accessible](#) to everyone, including people who have a disability
- prioritise [user stories](#) for each work sprint
- comment on technical, content and design solutions
- accept user stories when complete

## What skills and experience do you need?

You will have:

- experience leading the development of new digital services
- experience of the Agile methodology
- experience in planning, managing and delivering tasks to challenging deadlines
- excellent written and verbal communication skills and
- strong customer focus

You will be:

- skilled at influencing outcomes by building and maintaining effective relationships with colleagues and partners within and outside the business
- able to organise your workload and manage large amounts of technical information
- work independently to solve problems

Relevant Agile training/qualifications would be an advantage.

## Where will I work?

You will be based in one of our offices situated across England. We can be very flexible about location and can provide the technology and support to allow you to work remotely and from home when this is appropriate.

Locations
<b>North West</b> - Warrington, Preston or Penrith
<b>North East</b> - Newcastle, Leeds, York, Beverley or Rotherham
<b>Midlands</b> - Nottingham, Leicester (Rothley), Fradley (Lichfield), Solihull, Stafford, Kidderminster, Tewkesbury or Shrewsbury
<b>East</b> - Norwich, Ipswich, Colchester (Kelvedon), Ely, Bedford or Brampton, Lincoln, Peterborough, Kettering or Spalding
<b>South West</b> - Bristol, Bridgwater, Blandford, Chippenham Exeter, Bodmin, Bideford, Launceston or Redruth
<b>South East</b> - Welwyn Garden City, London (Westminster), Canterbury, Sevenoaks (Tonbridge), West Malling, Worthing, Chichester, Romsey, Wallingford or Farnham

## Travel

You will work as part of a nationally dispersed team and will be required to undertake regular travel, usually by public transport, to attend meetings, conferences and site visits. We use a range of technology including telephone and video conferencing to minimise travel as far as possible. There may be opportunities for international travel to support our work with other European regulators or potentially more widely following EU Exit. You will not be expected to travel abroad if this is not something you wish to be involved with.



## What training and support will you receive?

You will receive the necessary training and development to ensure that you have the skills needed to perform the role to a high standard. We want all our staff to grow in their role. We would expect you to spend about 10% of your time on your personal development. This will include a mixture of on the job training, shadowing, mentoring, reading, e-learning, video conferences and, where appropriate, attending classroom training, seminars and conferences. We have a wide range of technical and personal training materials and courses available through our Learning Zone with budget for targeted external training.





## 4. What is it like to work with us?

**We think big!** Tackling the challenges facing our environment needs bold thinking and a big picture approach. **We seek partnership** and work with a wide range of people and organisations to identify the best solutions and balance competing interests **focusing on the outcomes** we want to achieve to create a better place. We encourage sustainable development, innovation and progress, saying “**Yes, if** the right safeguards and protections for the environment are in place.”

We work as **one team** supporting and trusting each other to do the right thing, **embracing difference** and working to ensure everyone is included in what we do.



I've been with the Environment Agency since 2000, starting as an Environment Officer in a hugely varied role that allowed me to develop a specialism and particular interest at the same time. Everyone uses or sees something the Environment Agency is involved in every day – from using a mobile phone to walking across a bridge over a river to the food we eat to the waste we throw away – not many careers offer that variation!

That variety means you need to be flexible and enjoy solving problems, sometimes in high pressure situations. The depth and knowledge of the people here is immense – there is always someone to ask advice or get support from. One of the Environment Agency's biggest assets is its people and there is a really strong teamwork ethic. It's like a big family where we value everyone for who they are and what skills they bring. There are lots of opportunities to socialise too and many people make friends for life here.

The Environment Agency supports your professional development with a clear pathway and even pays for a membership of a professional organisation each year. We value a wide variety of skills including using initiative and resourcefulness to achieve the positive environmental outcomes we work towards. Sometimes we need to be firm with operators or companies who need to comply with the rules, so you need to be resilient, use influencing skills and work as a team to get the right result for everyone and the environment. There is huge satisfaction of improving and protecting the environment, making it a better place for us all to work and live in. You can make a real positive and direct difference to people's lives every day.

Hannah Wooldridge - Waste Regulation Advisor, Solihull



I have worked in waste for over 33 years, starting as a regulator in Leicestershire and developing in a number of regulatory roles in North Wales and the South West. I joined the Environment Agency on its inception in 1996 as a Regional Waste Officer, joining the South West waste team later that year from Wales.

The Environment Agency has given me the opportunity to work at a high level with industry and Defra on projects including Landfill Directive and IPPC implementation. I also worked in Malta helping them with waste regulation when they joined the EU.

I enjoy the challenge of developing new ways of working, drafting and implementing legislation and working with internal and external customers to improve regulatory ask and compliance. The Environment Agency has also supported me in working flexibly to enable me to achieve a good work/life balance and it has given me the freedom to achieve high standards of work in the way which best suits my style of delivery.

Pandora Rene – Senior Waste Regulation Advisor, Exeter



## 5. 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.

Our teams are dispersed widely across England to ensure that we have access to the best talent. Consequently you may not be sat directly with your team colleagues. You will need to be able to work independently and will possess the skills and resilience to work remotely from your colleagues. If you are based in one of our larger offices, it is likely that you will have colleagues from your directorate and possibly your particular team co-located with you.

### **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 has 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.

## **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>





## 6. 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.



## 6. 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**

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.

## 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](mailto: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.