

create a better place



Flood and Coastal Risk Management

Location: Newcastle, Darlington

Vacancies: 14607 - G5

14608 - G4

14609 - G3

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

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

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1. Our organisation

We are the Environment Agency. We protect, improve the environment and support sustainable development.

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 diverse communities to make our environment a better place for people and wildlife.

Of course, none of this would be possible without the professionalism and dedication of our staff. 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





2. Flood and Coastal Risk Management Area Operations

Our role

At the Environment Agency, our Flood and Coastal Risk Management (FCRM) team plays a huge part in the work that we do, helping to protecting people and property from flooding and minimising the risks caused by any floods that do occur.

Within Area Operations Teams sit FCRM: Partnership and Strategic Overview, Asset Performance, Flood Resilience and Programme. The work we do directly and in partnership with others, reduces flood risk to communities.

We're making £1.4 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're prepared for any future flooding.

The Environment Agency are a Category 1 responder (the same as other Emergency Services). All our teams play an important part in incident management when flooding occurs.

These vary from:

- Going out to support communities at risk from flooding
- Working in the incident room when a flood occurs
- Helping to manage our response to flood risk and flooding

There are many opportunities for you to get involved in incident management. With 70% of incident management roles being office based, it's a unique and exciting opportunity to have a direct impact on your local community. You'll also be making an immediate impact upon people's lives in their hour of need.

Diversity and Flexibility

We are passionate about employing people from all backgrounds that reflect the diverse communities we serve. Likewise, we respect family and caring responsibilities, religious practices and disabilities. We welcome applications from candidates seeking flexible working patterns, including job share and we also operate a Guaranteed Interview Scheme for candidates with a disability.

"We want the Environment Agency to be a life-enhancing place to work - a place where you feel able to bring your whole self to work and where difference is truly valued. Being a diverse and inclusive organisation is essential for everyone's wellbeing, engagement and productivity. It also means we will better reflect the communities we serve, helping us to do even better for people and wildlife."
James Bevan, Environment Agency Chief Executive.

We look forward to welcoming you to Flood and Coastal Risk Management and hope you can play a pivotal role in one of the following four teams.



Our teams

Partnership and Strategic Overview

Partnerships and Strategic Overview (PSO) teams have the overview of how flood risk is being managed in their geographic area. PSO coordinate our relationship with other flood risk management authorities, including Lead Local Flood Authorities. The team also help other area teams and partner organisations plan future projects, such as the creation of new flood defences. The team interprets data and flood mapping, works up projects, advises on any development that might affect flood risk and issue permits for work in or near rivers.

Asset Performance Team

Our assets are a diverse range of flood defences, earth banks, walls, pumping stations, flood storage reservoirs, sluices and control structures, which require constant management, maintenance and at times replacement. The Asset Performance team identify, plan and commission work to a range of teams. The team assesses the condition of our assets, recording and managing that data to create programmes of work. Asset Performance talks directly with communities, landowners and partners informing and discussing the work we do with them. The team will schedule work so that it can be delivered safely, within budget and on time.



Flood Resilience Team

Our Flood Resilience Team (FRT) works to ensure we are resilient and ready for incidents. The team maintains our rosters for emergency work, co-ordinates training and exercises, maintains our incident room and support our incident staff. The Flood Resilience Team work with communities at risk from flooding by maintaining our flood warning systems, answering enquiries and providing advice to communities. When we are building new flood defence schemes or working in areas affected by flooding, FRT will engage with the communities to ensure they are prepared. The team also works with our partners in the emergency services, and other organisations to ensure that we achieve the best response to flooding.



3. Some of our flood risk management schemes

Upton-upon-Severn

The area of Upton-upon-Severn has a close relationship with its river. Pubs, bars and restaurants all line the river front, attracting locals and tourists. But in 2007 after heavy rainfall, the river burst its banks and flooded large swathes of land around it.

In response, we completed a £4.6M scheme which, among other things, included a 300m long flood wall topped with a glass wall along the river bank to keep flood waters contained.

We were conscious that we did not want to create an enormous wall that would close people off from the river and destroy their relationship with it, so we came up with something else. For the first time in the country, we put in glass panels along the top. It's just as stable and resilient as a wall, but it keeps the view of the river.

The wall has been hailed as a huge success allowing people to still see the river while remaining protected. The wall also incorporates gates, giving access to beer gardens on the banks when the river is low.



For more information on the Upton-upon-Severn flood risk management scheme, visit <https://www.gov.uk/government/publications/upton-upon-severn-flood-risk-management-scheme/upton-upon-severn-flood-risk-management-scheme>

Cockermouth

In 2013 Cockermouth underwent a transformation with a new flood risk management scheme to protect approximately 260 homes and 55 businesses. On the back of the success of the Upton-Upon-Severn scheme, glass topped walls were installed to protect the river banks. But here we also took it one step further.

New stone-clad concrete defense walls containing 120m of self-closing barriers which raise the height of the wall during a flood were installed. Should a flood occur, inlets in the wall allow the water to flow in, raising the water level in a chamber within the flood wall – raising the 10 barriers.

CCTV and telemetry allow us to monitor each barrier individually. They are fully automatic and it is the first time they have been used in the UK. It is also the first time they've been used over linear length (one next to the other) in the world.



Medmerry coastal realignment

The area of Medmerry on the coast of Sussex was prone to flooding. In 2008, the sea breached the shingle sea defense causing around £5M of damage to the nearby towns of Pagham and Selsey.

The increasingly ineffective barrier was becoming gradually more expensive to maintain, so we decided to take a new approach.

After negotiating with local land owners, we decided to carry out our largest managed realignment scheme. The scheme allowed the sea to breach the shingle defense, flooding an area of low grade farm land along the coast. By doing this, it created a salt marsh buffer between the sea and the nearby towns, allowing a smaller, more maintainable defense to be built inland. In total, around 300 homes have been protected by the new measure.

The area is now a bird sanctuary as the salt marches have created a 73ha nature reserve. For more information on the Medmerry coastal realignment scheme, please visit <https://www.gov.uk/government/publications/medmerry-coastal-flood-defence-scheme/medmerry-coastal-flood-defence-scheme>.



4. Employee testimonials

“I get to use my Civil Engineering knowledge as part of my everyday work...”

“As an FCRM officer that works in the Thames Barrier Tidal Walls and Embankments team, I work on many different aspects of the tidal Thames. From visiting sites of construction work along the river, to consulting on permits and planning permissions for projects in conjunction with other EA teams, to assessing flood defence assets along the Thames to make sure they are protecting London now and into the foreseeable future.

What is really great about my role is the fact that I get to use my Civil Engineering knowledge as part of my everyday work, which has been really beneficial during the first couple of weeks of my new role. Another great part of my job is the fact that I get to grow as a professional and as a person, as I am currently training up to be an asset inspector and the EA are also going to support me in becoming a Chartered Engineer developing my professional attributes along the way.

In the work I do I feel that I am making a real difference to the stakeholders at risk from flooding, as the comments I make in consultations and reviewing of construction works contribute to how contractors protect flood defence structures and whether they should do more works at the planning and permitting stage to adhere to environmental laws and legislation.

Finally, the EA have been fantastic in the way that they have supported me in terms of my wellbeing and inclusion into the business. Everyone has been very supportive of my needs and have been welcoming of myself as a person. The Environment Agency is a great place to work and develop yourself as a person and a professional.”

Mahamed Hashi’s – Flood Risk Support Officer



“The Environment Agency encourages the development of its staff...”

“Being a Flood and Coastal Risk Management (FCRM) Support Officer means having an overview of how flood risk from rivers and the sea is being managed in our area. My day-to-day role includes planning future projects such as the creation of new flood

defences, analysing mapping and modelling data to inform decisions and working with partners to ensure developments do not increase flood risk.

I started my career with the Environment Agency through its Flood and Coastal Engineering degree programme, which combined university study with work placements in different FCRM departments. The course equipped me with specific technical knowledge that I’ve been able to apply directly to my current role, and I am now completing the final year of the engineering degree part-time whilst working, with the aim to become a chartered engineer. The Environment Agency encourages the development of its staff, and recognises that the skills and knowledge I will gain from completing this degree will aid in my role in delivering future projects.

One such project I am currently managing is an options investigation looking at ways we can reduce flood risk in a catchment located near Canterbury in Kent. Working with consultants and partners, the aims of the project are to produce a detailed fluvial flood risk model of the catchment, and then use this model to test potential ways to reduce the risk of flooding to properties and the land. My engineering qualifications will assist with the subsequent design and construction of any potential schemes that result from this investigation.

The tasks carried out by an FCRM Support Officer are extremely varied; I see and learn new things every day and feel a great sense of satisfaction that the work I am doing is helping to reduce flood risk in the area.”

Penny Cox – Flood Risk Support Officer



“One of the most interesting and exciting aspects of the job is the variety of the work schedule...”

“As part of a National Recruitment campaign, I joined the Asset Performance team in February 2017. The team are responsible for inspecting and managing flood gates, sea walls, pumping stations, sluices and other assets which serve a flood protection purpose. When I first joined, there was lots of online and face-to-face training to do but I received purposeful and supportive guidance from my team lead and colleagues and this made learning the ropes so much easier.

One of the most interesting and exciting aspects of the job is the variety of the work schedule. On a typical day, I deal with enquiries from the public about the risk of flooding to their homes or attend site meetings with council officers, community groups or external partners regarding the maintenance of assets.

Alongside that, I manage internal- and external- contractor projects ranging from comparatively simple jobs such as cutting grass on an embankment or removing fallen-tree obstructions in the river to more complex jobs requiring consent from external organisations e.g. repair of concrete blocks on a coastal defence. In addition, I develop and review contingency plans for critical assets thus enabling the department to respond in a safe and timely manner to emergency situations.

I feel fulfilled each day because my job makes a difference to people and communities at risk of flooding whilst allowing me cater to my family needs as well.”

Gbemi Akin-Oriola - Flood Asset Maintenance & Engineering Coordinator



5. Roles available

Job Title	Team	Starting Salary	Locations	Vacancy Reference	Contracts Available
FCRM Operations Asset Performance Advisor	Asset Performance Team (AP)	Grade 5 - £35,577	Newcastle or Darlington	Ref: 14607	1 Permanent role 2 Fixed Term Contracts
FCRM Operations Asset Performance Officer		Grade 4 - £28,123	Newcastle or Darlington	Ref: 14608	2 Permanent role
FCRM Operations Asset Performance Team member		Grade 3 - £23,248	Newcastle or Darlington	Ref: 14609	2 Permanent role

We offer each candidate that isn't offered the role they applied for, but are successful at interview, an opportunity to have their interview scores saved for six months should any additional vacancies arise.

6. Principal accountabilities for each role

We are recruiting across three of our Flood and Coastal Risk management teams. Vacancies across all teams are a mixture of permanent and fixed term positions.

Grade 3 Team Member roles

Through your experience to date you will be able to demonstrate some of the following:

- All of our staff play an important part in incident management when flooding occurs
- Managing multiple priorities and competing demands
- Ability to work on your own and as part of a team
- Delivery of work by planning, tracking, gathering and maintaining data / information
- Working closely with communities, residents and businesses
- Good organisational skills
- A full UK driving licence is desirable for some, but not all roles.

Top competencies

- **Communicates Effectively**
Listens and questions to understand and engage. Conveys information and ideas clearly, accurately and persuasively through speech and writing
- **Works in Teams**
Works co-operatively as part of a team to achieve common goals.
- **Data and Information Management**
Collects, analyses, interprets, records, manages, develops and shares data, material or information appropriately for a variety of purposes.

Grade 4 Officer roles

As a higher grade role you will possess all of the above and:

- All of our staff play an important part in incident management when flooding occurs
- Provide mentoring and support to less experienced colleagues
- Take a lead in projects and when working in groups
- Monitor work progress, identify delivery gaps and take remedial action to enhance the service we provide and recommend appropriate reallocation of time and effort
- Maintain a strong customer focus to ensure effective relationship building and partnership working.
- A full UK driving licence is essential for some Asset Performance roles, and desirable for others.

You'll be qualified to degree standard (or equivalent) in a relevant science or engineering discipline and potentially have or be working towards a professional accreditation. Most important is your energy, enthusiasm and willingness to learn combined with excellent problem solving and communication skills.

Top competencies

- **Takes decisions and solves problems**
Finds and delivers optimal solutions by effectively analysing all the information, probing to develop alternatives and taking sound and timely decisions.
- **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
- **Focuses on customers and partners**
Addresses the needs of internal and external customers, provides rapid and effective responses



Grade 5 Advisor roles

As a higher grade role you will possess all of the above and:

- All of our staff play an important part in incident management when flooding occurs
- Provide mentoring and support to less experienced colleagues
- Experienced project manager, civil engineer or asset manager.
- A good understanding of appropriate safe working practices.
- An understanding of flood risk and how it is managed.
- Managing multiple priorities and competing demands.
- Working on collaborative partnership projects.
- Maintain a strong customer focus to ensure effective relationship building and partnership working.
- A full UK driving licence is essential.

You'll be qualified to degree standard (or equivalent) in a relevant science or engineering discipline and have or be working towards a professional accreditation. You'll be confident, organised and be able to demonstrate a great track record of delivering results. Most important is your energy, enthusiasm and willingness to learn combined with excellent problem solving and communication skills.

Top competencies

- **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
- **Takes decisions and solves problems**
Finds and delivers optimal solutions by effectively analysing all the information, probing to develop alternatives and taking sound and timely decisions.
- **Programme and project management**
Selects, plans and manages contractors, programmes or events to achieve a set of Environment Agency objectives cost-effectively.
- **Communicates Effectively**
Listens and questions to understand and engage. Conveys information and ideas clearly, accurately and persuasively through speech and writing

7. Training and development

You will receive the necessary training and development to ensure that you have the skills needed to perform your role in Flood and Coastal Risk Management to a high standard. This will include a mixture of on the job training, mentoring, e-learning and role specific training courses.

Below is a list of some of training courses and development opportunities, you will be eligible for if you are successful in gaining a role in Flood and Coastal Risk Management:

- Incident Management,
- Health & Safety; including 'Working Near Water' and 'Manual Handling',
- Flood defence asset Condition; Inspection and Grading,
- Programme and Project Management; Association of Project Management / PRINCE 2 – Foundation to Practitioner,
- ArcGIS – Geographic Information Systems,
- Numerical Modelling & Forecasting,
- Data and Information Management and flood Mapping,
- Legislation and Law relating to flood defence,
- Environmental Awareness; Climate Change, Hydrology Foundation and Geomorphology,
- Financial Management,
- Incident Management,
- Mentoring / Coaching and Assignment opportunities within the organisation.

In addition to a comprehensive training package, the Environment Agency will support and fully fund your Continuous Professional Development (CPD). In Flood Risk Management we encourage our staff to become certified in their field and will provide the time, resources and reimburse costs for membership of any preferred Professional Institution i.e. CIWEM, ICE, IET, Institution of Mechanical Engineers, IAM.



Apprenticeships

We are committed to the personal and professional development of employees and offer over thirty, fully funded, different apprenticeship qualifications across our business. These allow eligible employees to gain technical qualifications (for example in civil or maintenance engineering) or general business skills (for example qualifications in Leadership and Management, Project Management and Business Administration). A number of these are offered up to and including degree level, allowing employees to obtain a BSc or BA qualification that is fully funded by the Environment Agency.

If you are successful in securing a permanent role at the Environment Agency, you will have the opportunity to complete an apprenticeship that is linked with your role. Examples of those apprenticeships relevant to flood and coastal risk management include:

Apprenticeship	Qualification
Civil Engineering	BSc or BEng civil engineering degree with progression to Chartered status (Level 7) if required
Civil Engineering Site Manager / Supervisor	BEng (Hons) Civil Engineering Incorporated Engineer status – IEng MICE
Project Management (Associate Project Manager)	Accredited by the Association of Project Managers
Leadership & Management – Team Leader	Chartered Management Institute Level 3 Diploma in First Line Management
Data Analyst	Entry onto the Register of IT Technicians



8. Salary and benefits

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

Grade Rate:	Grade 3 - £23,248 (pro-rata - if part time or an assignment) Grade 4 - £28,123 (pro-rata - if part time or an assignment) Grade 5 - £35,577 (pro-rata - if part time or an assignment)
Location:	Newcastle or Darlington
Hours of work:	37 hours, permanent
Leave entitlement:	<p>Your leave allowance in this role will be 25 days plus bank holidays (pro-rata - if part time or an assignment).</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>
Pension:	<p>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.</p> <p>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.</p>
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:	<p>We are committed to diversity and inclusion. We want all our staff to feel valued and respected and to see this as a great place to work.</p> <p>Diversity: it's in our nature.</p>

9. Further information

As a national organisation we with work and customers across England, in some of our roles you may be asked to undertake infrequent national travel usually to London or Birmingham.

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 particularly welcome applications from Black, Asian and Minority Ethnic (BAME) and female candidates who are under-represented across our workforce.

We welcome flexible working patterns for all our vacancies, including job share, so please include clearly any information regarding your preferred working arrangements on your application.

As part of our commitment to flexible working we offer up to 15 additional days 'flexi-time' per year. These directly correlate with any hours worked above your core 37 hour contracted working week (pro-rata - if part time or an assignment).

Please note that Environment Agency employees are not civil servants so you may wish to check your eligibility for continuity of employment by contacting your HR department. All eligible bodies are listed in the Redundancy Payments (Continuity of Employment in Local Government etc) (Modification) Order 1999.

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.

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>

Please note all successful applicants must undergo Baseline Personnel Security Standard (BPSS) checks prior to commencement of employment. 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.

10. 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.

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. (For some jobs, you'll be asked to download a candidate pack, like this one, where you'll find specific application instructions.) 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?' and '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.

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.

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.

Role Specific Questions

For further information relating to any of these roles, please contact FCRMRecruitment@environment-agency.gov.uk

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. If, at any stage, you have questions or problems, please contact the recruitment team on 0845 602 6099 or email ea_recruitment@gov.sscl.com

For further information on this role

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.

