

create a better place



HR Customer Service Advisor (Digital publishing and HR support)

Candidate Information Pack

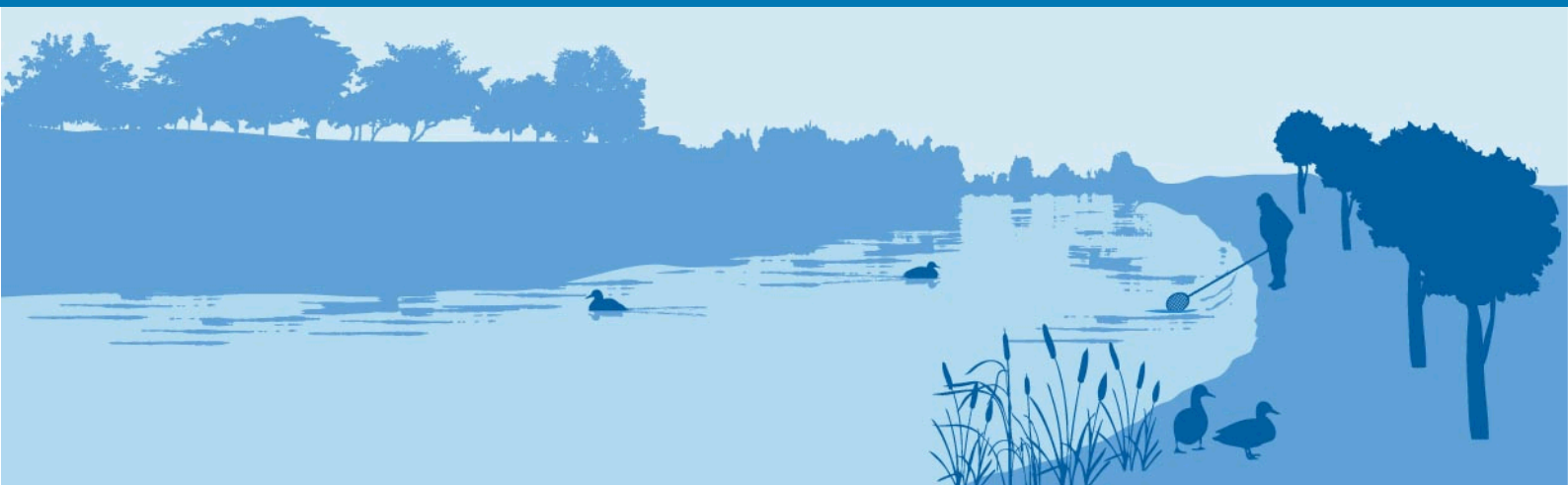
Please consider the environment and only print this document if you really need to.

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

Job title: HR Customer Service Advisor (Digital publishing and HR support)
Job location: Leeds
Date: 19th April 2017
Reference: 4943

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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'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. The role

Role

Manage day to day allocation of resource within the HR Team ensuring that work is carried out to time, quality and cost and identify through own analysis of management information efficiency improvements.

Monitor output of team to identify any development issues related to output quality. Coach and mentor team members to address identified issues.

Lead on defined work areas for HR centres as directed, supervising defined activities and ensuring delivery of outputs as required.

Principal accountabilities

Contribute to the delivery of the departmental business plan, providing professional / technical expertise to support operational priorities and Environment Agency policy.

Guide, advise and support colleagues members to resolve local issues and incidents, ensuring that decisions are made on sound technical grounds and in line with best practice and timeframes.

Monitor progress of work, identify gaps in the delivery of priorities and take remedial action to enhance the service and recommend appropriate reallocation of time and effort.

Produce required documentation and reports to agreed quality standards to support operational work, management decisions, public enquiries, court appeals etc., so that information, evidence and Environment Agency interests are accurately and effectively presented.

Contribute to the successful implementation of emergency plans, to ensure effective, timely and safe response to emergency incidents.

Participate in local projects and working groups to achieve well planned and managed integrated solutions that progress effective change and improvement in the organisation and support the best environmental outcomes.

Develop and maintain a strong customer focus to ensure effective relationship building and partnership working to achieve environmental goals.

Encourage and develop a safety conscious culture within the team to deliver work programmes without risk to the health & safety of the team or any other individual.

Participate in projects, providing functional / specialist input to improve ways of working and business change & efficiency.

Mentor and coach others on policies, procedures, practices and techniques equipping them with the knowledge and skills to deliver their work in an effective and efficient manner.

Knowledge/Qualifications

Relevant vocational training in a related discipline

Professional Qualifications Requirements - Developing (Associate / Part Qualified)

Skills/Abilities/Experience

Proven experience working within a high volume, short timescale service-led, customer-focussed Service Centre environment

Ability to interpret, respond and deliver customer needs.

Ability to work unsupervised, use initiative and determine workload priorities

Ability to interpret and communicate complex information to customers and senior colleagues, both written and verbally, clearly and accurately

Ability to manage working practices and support colleagues through periods of change.

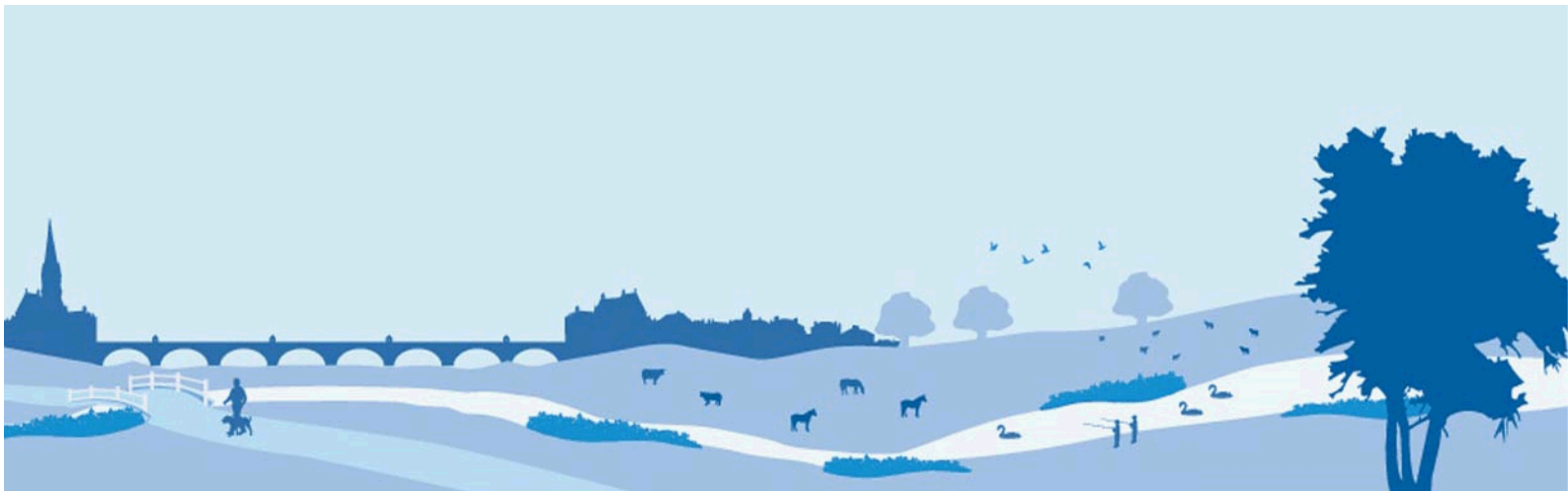
Ability to demonstrate compliance with Freedom of Information, Data Protection and security protocols within defined team work area.

Occasional national travel

3. Salary and benefits

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

| | |
|---------------------------|--|
| Grade Rate: | £26,869 |
| Location: | Lateral, 8 City Walk, Leeds, West Yorkshire LS11 9AT |
| Hours of work: | 37 hours FTE, Permanent |
| Leave entitlement: | <p>Your leave allowance in this role will be 25 days plus bank holidays.</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 17.5%, 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> |
| 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. |



4. Further information

Whilst this position is based at Lateral, Leeds, there may be some travel required to other offices/locations. Requests to be based at other Environment Agency locations such as Horizon House, Bristol, will be considered.

For further information contact Jane Edwards or Rachael Laidler by e-mail:
jane.edwards@environment-agency.gov.uk or rachael.laidler@environment-agency.gov.uk

We are fully committed to having an inclusive workforce to reflect the communities we serve. We welcome applications from candidates seeking flexible working patterns, including job share. Please highlight any information regarding preferred flexible working arrangements on your application.

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.

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.

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 20 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 character limit per competence including spaces (750 for an overall statement). 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. If, at any stage, you have questions or problems, please contact the recruitment team on 0845 602 6099 or email ea_recruitment@sscl.gse.gov.uk

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.

