

create a better place



# Environment Officer

## 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:** Environment Officer  
**Job location:** Welwyn Garden City  
**Date:** October 2019  
**Reference:** 13172

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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>Grade Rate:</b>	£20,558 per annum which increases as you progress through our structured training programme. (Please see section 4).
<b>Location:</b>	Welwyn Garden City, Hertfordshire
<b>Hours of work:</b>	37 hours, permanent
<b>Leave entitlement:</b>	<p>Your leave allowance in this role will be 25 days or equivalent, depending on working pattern, plus 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. Your entitlement depends on your grade, your contracted hours, and your length of continuous service.</p> <p>We 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 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>



## 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.

### **Lease car:**

All Environment Officers are provided with a lease car (after 2 months of start date). Please note you'll pay taxable benefit on the full value of the vehicle.



### 3. The role

Being an Environment Officer is one of the most important roles at the Environment Agency. Environment Officers regulate everything from waste management sites to farms and other land management activities across a range of urban and rural sites, all of which may impact on the local environment. You will join one of our customer facing frontline teams working directly to help create a cleaner, safer and healthier environment.

Based in our Welwyn Garden City office, you'll work in an operational team focusing on Waste issues, operators and companies in the waste sector.

The work in the teams includes:

- enforcing environmental regulations
- influencing companies and businesses to move from correction to prevention
- using your excellent customer service skills to engage with local communities and operators
- visiting sites to conduct inspections and taking action if environmental regulations have been breached
- dealing with and investigating environmental offences and incidents
- giving evidence in court
- attending to out of hours emergencies as part of a standby rota
- advising how people and businesses can improve the environment

You will be responsible for regulating a range of activities to ensure they are carried out without polluting the environment or causing harm to people. Sometimes we have to take tough action to achieve these aims and, at times, you will need to investigate environmental offences. You may also be required on occasion to give evidence in a court of law. You won't need to do this until you're fully trained and feel ready, and you'll be supported by our legal and Environmental Crime teams.

The role will require you to take preventative actions as well as supporting wider incident management. This may include taking part in a duty rota to provide a 24 hour response to incidents. This is a team role and you'll never be on your own – you'll have back up from colleagues and incident support staff.



## 3. The role continued

The job is extremely varied, vital and often challenging. Sometimes you'll need to work with business customers to help them operate legally; while at other times you will be enforcing the law and making sure operators improve their performance.

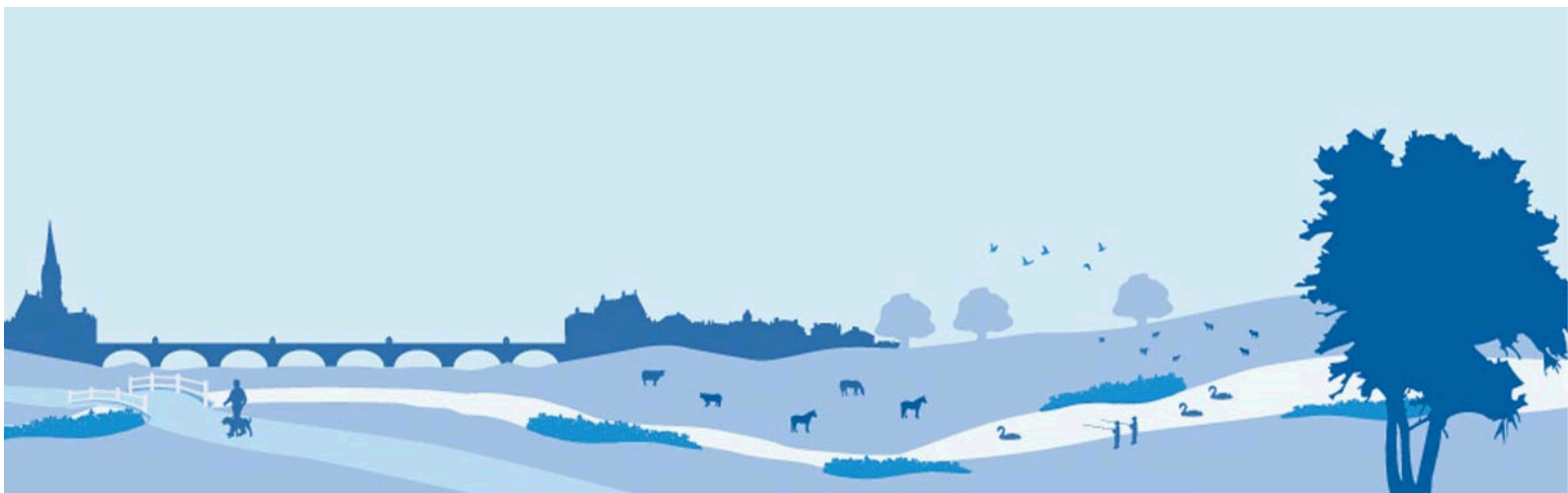
You'll be required to make frequent and sometimes unscheduled travel to sites across our area - we'll provide you with a lease car but you must have a full UK driving licence.

### Knowledge/Qualifications

The role of an Environment Officer is varied and you'll draw upon a number of key skills and personal characteristics. You'll need to be able to:

- organise your workload
- handle confrontational people
- be confident and assertive
- take the initiative
- adapt your behaviour and communication style to different people and situations
- build strong relationships with a diverse range of people
- integrate into a team
- solve problems
- be computer literate
- record information correctly
- work independently when required
- enjoy working both outdoors and in an office environment
- be passionate about the environment and willing to learn about environmental regulation and enforcement





## 3. The role continued

As part of the application and interview processes, we'll be looking at you to tell us how you:

- communicate effectively
- focus on customers and partners
- manage your health, safety and wellbeing
- influence and persuade others
- take decisions and solve problems
- focus on efficiency
- build and sustain relationships with others
- manage data and record information
- achieve results
- use your initiative
- work in teams

### What experience do you need?

Ideally you will have some exposure to a regulatory, enforcement or customer focused role. Perhaps you've inspected or evaluated sites, handled or investigated complaints or been in a role in which you've had to have difficult conversations with people. You may even already be in a regulatory role or have had exposure to a regulated industry in the past. Whatever your background, you'll be interested in the environmental sector and be willing to enforce environmental regulations, even if this means sometimes dealing with confrontational situations.

Whilst relevant work experience would be an advantage, it's less important to us than your ability to demonstrate the key transferrable skills and personal qualities that we're looking for.

### What qualifications do you need?

We're not seeking any specific qualifications for these roles. It's much more important that you have the right personal characteristics and a passion for protecting the environment. Please do not be put off applying if you do not have a degree, A Level or other qualification because we will provide you with all the training you'll need.





## 3. The role continued

### What else do you need to know?

- The nature of the job will involve travel to (and working at) a variety of locations across your area for regulatory, monitoring, enforcement and incident management purposes, including remote sites, riverbanks, uneven terrain and agricultural and industrial premises. A vehicle will be provided or expenses paid as appropriate.
- You must have a valid full UK driving licence.
- The training scheme includes a week's residential course and other ad-hoc overnight stays - you must be willing to be away from home in order to attend these courses. You'll receive plenty of notice so that you can plan your home life around these.
- While we welcome applications for those requiring part time and flexible career opportunities, you must be able and willing to work flexibly, as in certain circumstances you may be asked to work unsociable hours.
- You will be required to take your turn on the duty incident rota for call out and standby. The rotas are scheduled well in advance to allow plenty of time for you to plan your involvement.

The Environment Officer role is varied and demanding, but it is very rewarding too. As with all jobs, some people are better suited to the role than others.

To help you decide if this is the right career for you we've put together the following list of situations you may find yourself in as a fully-trained Environment Officer. You won't encounter these types of situations every single day, of course. But we'd like to be honest with you so that you know if the role is something you'll enjoy doing. If you are not sure whether the job is really for you, ask yourself – and be honest – about how you would react to these situations having received the relevant training and development.

- You have made an early start at your desk one morning as you have a lot of administrative tasks to do and a case file to complete by the end of the week. But you answer the phone and are told about a serious pollution incident at the far end of your patch that you will obviously have to attend.
- You have to make a decision about how to deal with a river pollution incident. There is no straightforward solution and whatever you decide to do will have an impact on someone. You need to think fast, and maybe take a course of action that you are asked to defend afterwards.



### 3. The role continued

- You are facing an upset member of the public who thinks that you haven't done enough to protect their health and livelihood from a neighbouring scrap yard. Despite your rational and logical argument you cannot win the person round and you are told that you'll be hearing from the person's MP.
- You are attending a public meeting about the regulation of a landfill site that you inspect. A councillor questions the way the landfill operator is regulated and everybody's eyes turn to you.
- Following up a report of pollution you drive into the yard of a farm. A dog is barking on the other side of your car door. You can see a man in a shed across the yard, however he makes no effort to acknowledge your presence.
- You are giving evidence in a court of law. A lawyer is pressing you about a point of detail and putting you under a lot of pressure.

One of the many great things about being an Environment Officer is that you'll genuinely be able to see where you've made a difference. The decisions you'll make will have an outcome and a significant impact on the environment. Here's what else you can expect in the day in the life of an Environment Officer:

- There has been a fire at a barn containing straw and you have spent two days organising and working with the Fire and Rescue Service to minimise the impact of water run-off and deal with the resulting waste that is now in the nearby river. You have Fisheries and Field Operations colleagues deploying aeration pumps. At the end of your shift you visit the owner of the trout fishery which is downstream. His fish are ok and he later emails you with his thanks.
- A big land redevelopment is planned and you are asked to comment. Using our data and your knowledge and experience, you get enhancements to the sewage systems and a sustainable system for surface water management that benefits nature and wildlife.
- On a farm inspection you find the slurry from manure storage is badly contained and a threat to the local river. The farmer hadn't noticed this and he takes swift action.



## 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.

### Training and development

You will receive the necessary training and development to ensure that you have the skills needed to perform the role of an Environment Officer to a high standard. This will include a mixture of on the job training, mentoring, e-learning and some structured classroom based learning sessions. The training and development programme is vital for ensuring you have a good understanding on all aspects of environmental regulation, can respond to incidents and to maximise your future career options.

### How long will it take?

New Environment Officers join us at Level A. This is a training and development level which provides you with the basic training to do your job. The training is broken down into three stages – Induction, Training Stage 1 and Training Stage 2. All new recruits join us at the induction stage.

Level A Training	Salary per annum	Timescale to complete
Induction	£20,558	Minimum of 9 months
Training Stage 1	£21,677	Minimum of 6 months
Training Stage 2	£22,259	Minimum of 6 months



## 4. Further information continued

### Induction Stage

Here you will receive induction training as well as coaching in the skills, knowledge and behaviour required for the Environment Officer role. This stage runs alongside the normal probationary period for all new recruits. A minimum of nine months must be worked in the Induction stage before you can progress to Training Stage 1.

### Training Stages 1 & 2

At these stages you will apply the skills gained at the induction stage.

Environment Officer Level A is a development stage and continuous self-development is important for career progression to the next level of Environment Officer, Level B. Level A is just the start and we expect all our recruits to be able to progress sufficiently to achieve Level B and an increase in salary to **£27,572**.

We all learn at different rates and you will be given time to put what you've learnt into practice. There is flexibility to extend the time spent in each training stage according to individual needs – you will learn at your own pace and progress only when you and your Team Leader feel you're absolutely ready to. Level A training typically takes between **two to three years**, however please note that this is a guideline only.

### What will the training cover?

The introductory training programme (Level A) will cover the basic aspects of the Environment Officer role including:

- health, safety and wellbeing
- operational procedures
- legislation and regulation
- incident response
- water quality issues
- enforcement
- sampling and monitoring procedures
- pollution prevention
- waste issues



## 4. Further information continued

### What will I achieve?

At the end of the training programme you will be able to carry out a range of crucial environmental activities such as:

- basic site inspections
- taking environmental samples
- attending and responding to pollution incidents
- giving advice on pollution prevention and waste minimisation issues

In short, you will be well placed to make an immediate contribution to environmental protection and as you build the key skills and competencies, you will start to make a real operational contribution to your team during the training period.

### What will the training be like?

The training is all geared towards developing the ability to do something, rather than simply knowing about it. Therefore the training process provides you with the opportunity to apply your acquired knowledge and demonstrate competence.

At the start of the training you will be issued with a development log to guide you through and document your training. It is a highly demanding but rewarding training programme. To succeed you will need to be self-motivated and take active ownership of your personal learning and development.

The training will be a combination of:

- formal classroom based learning, which will contain elements of case study, group work, discussion and presentation
- self-learning through e-learning and distance learning which will give you an opportunity to develop new knowledge at your own pace and at an appropriate time
- structured field based work, where you will be trained in field or office based tasks by expert colleagues

Please note that some of the training may be residential but we will aim to give you plenty of notice in order for you to make arrangements to be away from friends and family.



## 4. Further information continued

Your learning and development doesn't stop once you have completed the introductory development programme. We continue to invest in ensuring you have the rights skills to do your job by offering modular based development programmes linked to your role.

### **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.

### **Eligibility to apply and continuity of employment cont.**

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 continued

### 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.

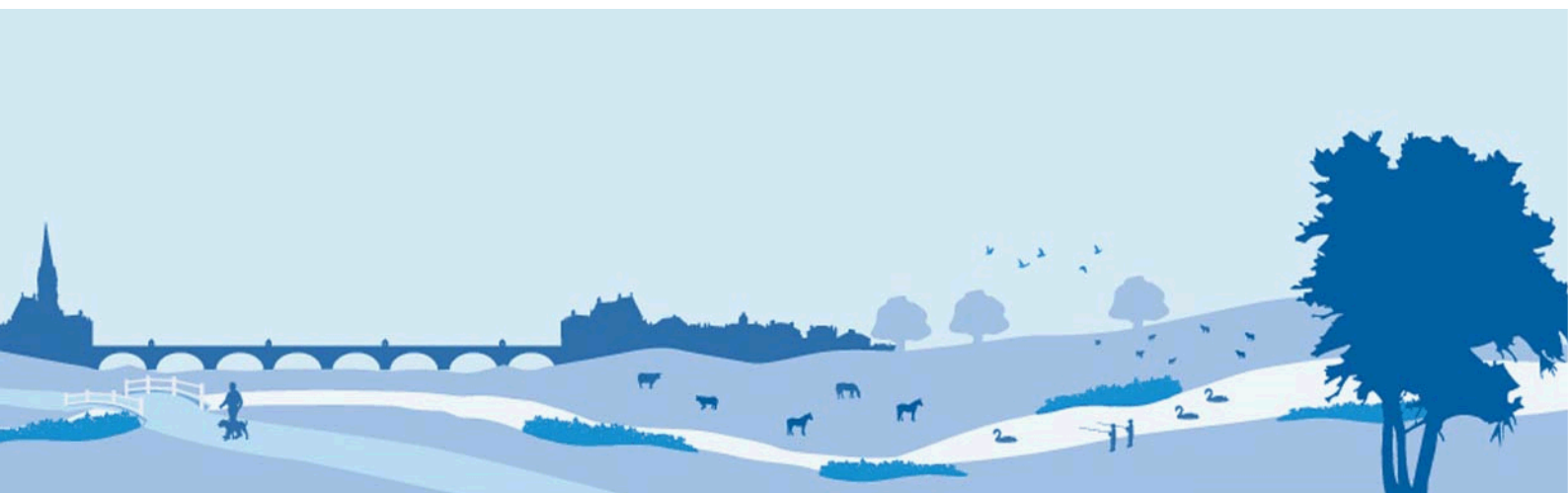
The first thing you need to do is sign up to our recruitment system. You will need a valid e-mail address to log in and apply for opportunities, as all communication from us will be via e-mail. You can do this via the vacancy you are interested in by selecting '**Apply**' at the bottom of the advert.

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](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.

# ENVIRONMENT AGENCY BENEFITS



The Environment Agency offers an attractive and competitive benefits package, including:

Core Benefits	Training & Development	Work/life Balance	Health & Wellbeing	Finance
<p><b>Basic Salary</b> Based on skills and experience, in which salary ranges are subject to review each year as part of the pay award.</p> <p><b>Pension Scheme</b> We will enrol you into the EA Pension Fund, which is a career average scheme. The contribution rates range between 5.5% to 12.5%. We will also pay a contribution of 18.5% into your pot.</p> <p><b>Holidays</b> Attractive annual holiday entitlement starting at 25 days (or equivalent) plus statutory bank holidays (pro-rata for flexible workers). We also offer up to two days paid environmental outcome days each year</p> <p><b>Enhanced statutory policies</b> Enhanced maternity, adoption and paternity leave, and sickness absence provisions.</p>	<p><b>Performance Management</b> Individual performance plans, learning and development matched to your agreed career objectives and progression plans.</p> <p><b>Learning &amp; Development</b> A range of training courses, leadership development initiatives and access to L&amp;D materials are available, covering technical, managerial and personal skills.</p> <p><b>Examination Leave</b> Paid leave for exams and revision for approved studies.</p> <p><b>Professional subscriptions</b> We will pay the membership fees for one relevant professional association.</p>	<p><b>Flexible Working</b> Flexible working patterns including job share.</p> <p><b>Family Friendly Benefits</b> Discounts on selected childcare products and services via MyLifestyle.</p> <p><b>Travel &amp; Transport Benefits</b> A range of travel and transport benefits via MyLifestyle.</p> <p><b>Shopping &amp; Leisure Benefits</b> A variety of discounts at online stores and leisure experiences available via Mylifestyle.</p>	<p><b>Occupational Health</b> Access to Duradiamond Healthcare advisory service.</p> <p><b>Eye Care</b> Free eye tests for DSE users.</p> <p><b>Employee Assistance Service</b> Access to Workplace Wellness available to you and your family</p> <p><b>Sports &amp; Social Club</b> Events and activities including subsidised events and discounts.</p> <p><b>Health Discounts</b> Optional discounts provided by a number of external providers and health clubs via MyLifestyle.</p>	<p><b>Interest Free Loans</b> For season tickets, bicycles and safety equipment.</p> <p><b>Special Leave</b> Additional paid leave is available for employees taking part in public duties, trade union activities, special/trained forces and for health &amp; safety representatives.</p> <p><i>The following benefits only apply to eligible roles:</i></p> <p><b>Lease Car Scheme</b> <b>Relocation Assistance</b> <b>Free Car Parking</b></p>