

# Technical Officer – Thames Navigations





## Environment & Business... Come and join us!

**We are part of the national office; we help deliver the Environment Agency's vision by creating better ways to deliver environmental outcomes. Using evidence, expertise and innovation we enhance and support delivery, influence policy and legislation.**

We have one of the broadest remits in the Environment Agency. We have teams working on climate change, regulation, business strategy, chemicals, water, agriculture, biodiversity, sustainability, energy, spatial planning, and lots more.

# John Leyland

## Executive Director, Environment and Business

“This is an exciting time to join us. The work we do and the outcomes we deliver are high profile with the Government, the media and the public.

Illegal waste sites blight local neighbourhoods. Polluted streams, rivers, lakes and seas have a negative impact on the wildlife that depends on them and on local economies.

The hard work of colleagues helps communities thrive, encourages healthy living and recreation and allows wildlife and the natural environment to flourish.

We want our staff to enjoy being here, so we place huge importance on health, safety and wellbeing and creating a respectful community. We want everyone to be able to be themselves and do their best work. We want everyone to feel supported by their managers and colleagues and to feel valued. We have over 150 trained Respect at Work advisors across the organisation, numerous staff led networks you can join and a large amount of training courses available for you to develop your skills and progress within your role or within the directorate.”

**Find out how our staff find the Environment Agency (EA) a supportive, inclusive place to work.**

**Watch:** [Value difference: include everyone](#)



# What we do

## Chief Regulator

We enable modern, progressive and effective regulation. We direct the EA's regulatory activity, how it integrates, opportunities for consistency and efficiency, its priorities now and for the future. We provide a holistic view of risk management across regulated sectors and activities.

We develop our future regulation strategy, oversee and prioritise areas for regulatory reform and develop and embed the Environment Agency's regulatory profession.



## Water

We secure clean and plentiful water. To do this we set and deliver our catchment strategy, provide regulatory services, advise and enable water related enforcement, oversee environmental planning, monitoring and permitting.

As national subject matter experts we advise and support teams in Operations.



# E&B vision, purpose and role

## Vision

Create a better place for people and wildlife. Protect the environment and promote sustainable development.

## E&B Purpose

Informing and delivering the government's key environmental objectives; using evidence, expertise, engagement, and innovation we influence policy and legislation, facilitate, and enhance integrated delivery and, by building trust in the EA, secure resources to do more for the environment.

## E&B Role

We will make our contribution to sustainable development through protecting and enhancing the environment, restoring nature, and tackling climate change by:

- Setting long-term integrated strategy that influences policy and priorities across air, land, water, waste and resources.
- Securing funding, deploying resources in an agile and unbureaucratic way and ensuring that E&B activities are fully funded, affordable, and represent value for money.
- Ensuring the organisation develops and maintains E&B technical competence and resilience - setting clear standards, career pathways and learning resources.
- Establishing ourselves as a trusted, future-facing, and effective regulator by setting a modern regulatory cycle across all the regimes the EA regulates.
- Enabling better places by providing leadership and integrating all aspects of environmental planning.
- Ensuring the EA's decisions and plans are informed by robust science and evidence.
- Increasing customer, stakeholder and partner awareness of our work and its impact through proactive and reactive engagement.

# Technical Officer – Thames Navigation Operations

## Our Responsibility

We are the navigation authority for the non-tidal Thames and it is our responsibility to uphold this through regulation, operation and asset management.

## Our Objective

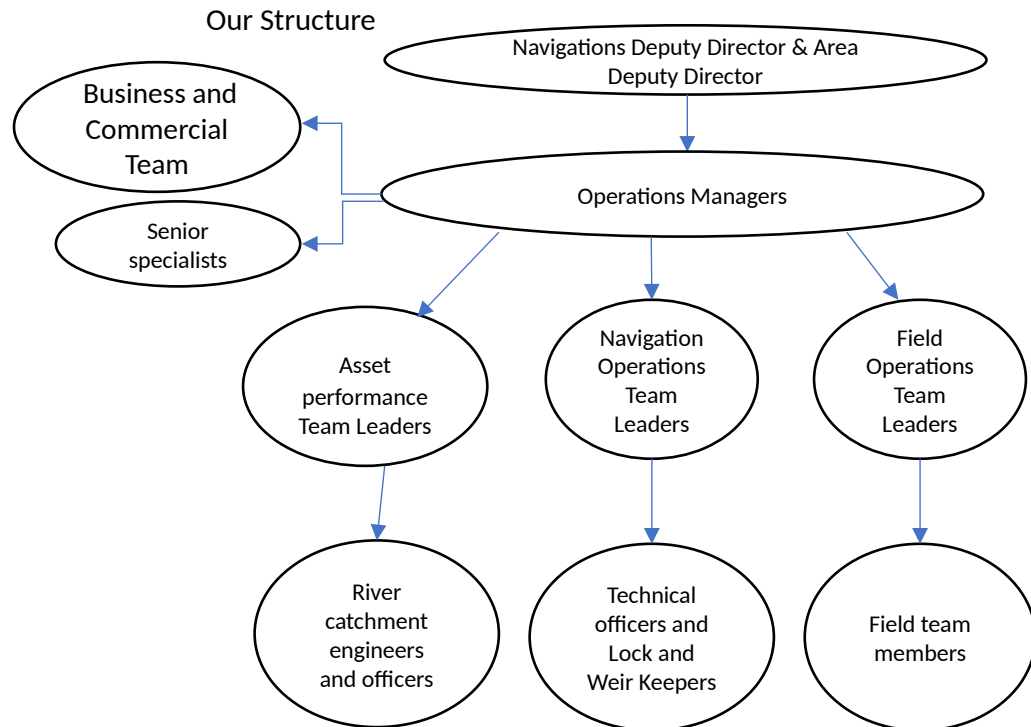
The development of a sustainable recreational waterway on the River Thames through regulation, modernization, customer engagement and effective operational planning.

## The Role

To ensure we are an effective regulator through front line engagement, enforcement, casework and targeted operations.



# The Teams



Our River Thames Operations are split into three strands of responsibility:

- **Navigations** - Recreational Navigation and water level management
- **Field Operations** - Delivery of maintenance and flood incident response that also supports wider area needs
- **Asset Performance** - Maintenance and programmes of work relating to our assets and land including locks and weirs and wider area needs

The **Senior Specialists** support our Operations Managers on a wide range of subjects including business, strategy, projects and finance.

The **Business and Commercial Team** focusses on our commercial income, communications and engagement.

# Testimonial

**Heidi Fielding**

**Team Leader – River Thames Navigation Operations.**

“I joined the Environment Agency in October 2023 as a Team Leader on the River Thames in the Navigation department. My current role involves managing a team of Lock and Weir keepers and one technical officer. It is a dynamic and versatile role with no two days the same.

Since joining the EA my peers and senior colleagues have helped me to develop within my role, alongside extensive training opportunities. I have been encouraged to spend time in other areas of the agency and given opportunity to get involved in wider projects. This has given me confidence in pursuing progression within the EA.

I am given the autonomy to manage my own schedule, and I feel empowered to make decisions on what I think would work best for my team.

The EA’s flexible work approach ensures that I have a great work life balance and our approach to health, safety and wellbeing makes me feel as though it is at the forefront of everything that we do.”



## Applying for the role

Information on how to apply together with tips on answering competency questions can be found in the Candidate Pack, so please read this before starting your application.

Please refer to the [EA Capability Dictionary](#) for more information about each capability to ensure you supply the appropriate evidence of your skills and experience in your answers. You may want to consider the STAR method below when structuring your answers in particular at interview:

- **Situation:** The situation you had to deal with
- **Task:** The task you were given to do
- **Action:** The action you took
- **Result:** What happened as a result of your action and what you learned from the experience

### Application

Remember at application stage there's a word limit for each competency question. Ensure your answer is concise, think about what we need to know about you and what you'd bring to the role and our organization.

We will "blind" assess your answers to competency questions for Interview selection.

## Our scoring system

All scoring during blind sifting and assessment stage follows a standard 1-7 scoring matrix:

- **Not Demonstrated** – No positive evidence of the competency
- **Minimal Demonstration** - Limited positive evidence of the competency
- **Moderate Demonstration** – Moderate positive evidence of the competency
- **Acceptable Demonstration** – Adequate positive evidence of the competency
- **Good Demonstration** – Substantial positive evidence of the competency
- **Strong Demonstration** – Substantial positive evidence of the competency and includes some evidence of exceeding expectations
- **Outstanding Demonstration:** Evidence provided wholly exceeds expectation at this level

The minimum score required to be considered for assessment or job offer is 4 per competency question.