

create a better place



Customer and Engagement Team Leader

Candidate Information Pack

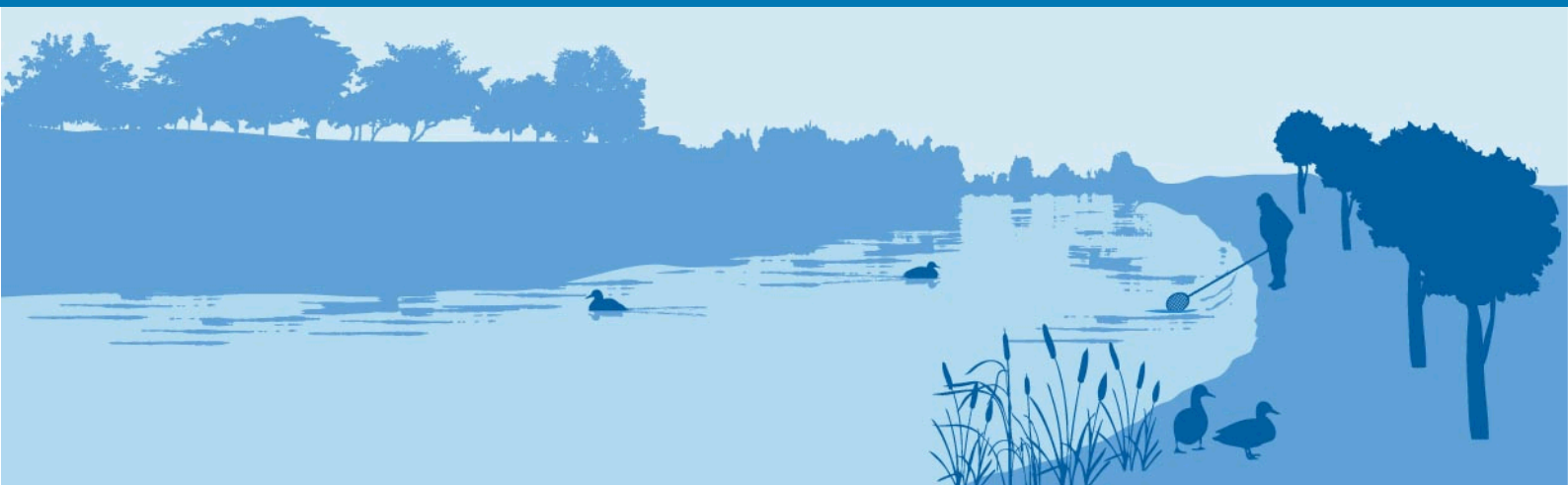
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<http://www.gov.uk/environment-agency>

Job title: Customer and Engagement Team Leader
Job location: Fradley, Kidderminster, Shrewsbury, Tewkesbury
Date: 13th June 2017
Reference: 5607

Contents

1. Our organisation
2. The role
3. Salary and benefits
4. Further information
5. How to apply





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

To manage and provide direction to the team, ensuring that outputs are timely, on budget and of appropriate quality; to build and maintain productive and influential relationships with internal and external customers and partners and negotiate resource from internal delivery teams; to ensure an appropriate balance of technical and cross-cutting skills are maintained within the team by using relevant development frameworks; to provide leadership in health safety and wellbeing; and ensure throughout a focus on outcomes for people and wildlife.

Principal accountabilities

- Lead an operational team to deliver results on time, to required quality standards and cost to fulfil the business plan and achieve / support environmental goals.
- Recruit, develop and motivate team members to ensure that an effective and appropriately skilled team is maintained, a culture of continuous improvement developed and individual and team performance optimised in line with strategic goals.
- Plan, monitor and control resources to maximise the efficient and effective use of finances and people in order to ensure that all activities are completed to time, cost and quality targets.
- Lead and support team members through organisational change effectively, so that improvements and benefits are realised and better ways of working delivered which support customer and environmental needs.
- Provide advice and guidance to team members and internal / external customers, developing appropriate solutions to problems within policy / best practice guidelines.
- Establish and maintain good relationships with internal and external partners to understand their activities and promote and enhance Environment Agency goals and reputation.
- Participate in or lead 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.
- Contribute to the successful implementation of emergency plans, to ensure effective, timely and safe response to emergency incidents.
- 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.

Knowledge/Qualifications

Educated to degree level or equivalent, or able to demonstrate comparable technical know-how, in a relevant subject.

On occasion it will be desirable to have, or be working towards, a specific professional qualification or membership of a professional body. For some roles it may be essential.

Skills/Abilities/Experience

Particularly in key operational roles, we would expect an appropriate level of experience and commensurate knowledge of managing in health, safety and wellbeing in a high risk environment.

- Providing leadership to deliver outcomes/influence partners on EPE functions and supporting incident management activities within the area as a whole

AND/OR

- Translating organisational outcomes into plans and programmes for frontline delivery, in a regulatory/operational environment.
- Delivering results through others, for example by overseeing staff, coaching, mentoring, and in projects or across an organisation.
- Working productively with internal and external partners/stakeholders to help deliver the outcomes of both a specific function/project/team and the wider organisation.
- Delivering work within a programme and project management framework to time, cost and quality.
- Delivering change/new ways of working to improve efficiency & effectiveness (whilst making and responding appropriately to constructive challenge).
- Identifying, communicating and helping to fill knowledge gaps in the team.
- Facilitating value, accountability and performance across the team including assessing how best to allocate resources to maximise outcomes.
- Demonstrating political awareness when dealing with customers, stakeholders and communities.
- Using effective written and spoken communication skills to help persuade internal or external partners to take action.
- Making decisions by assessing available information/evidence.

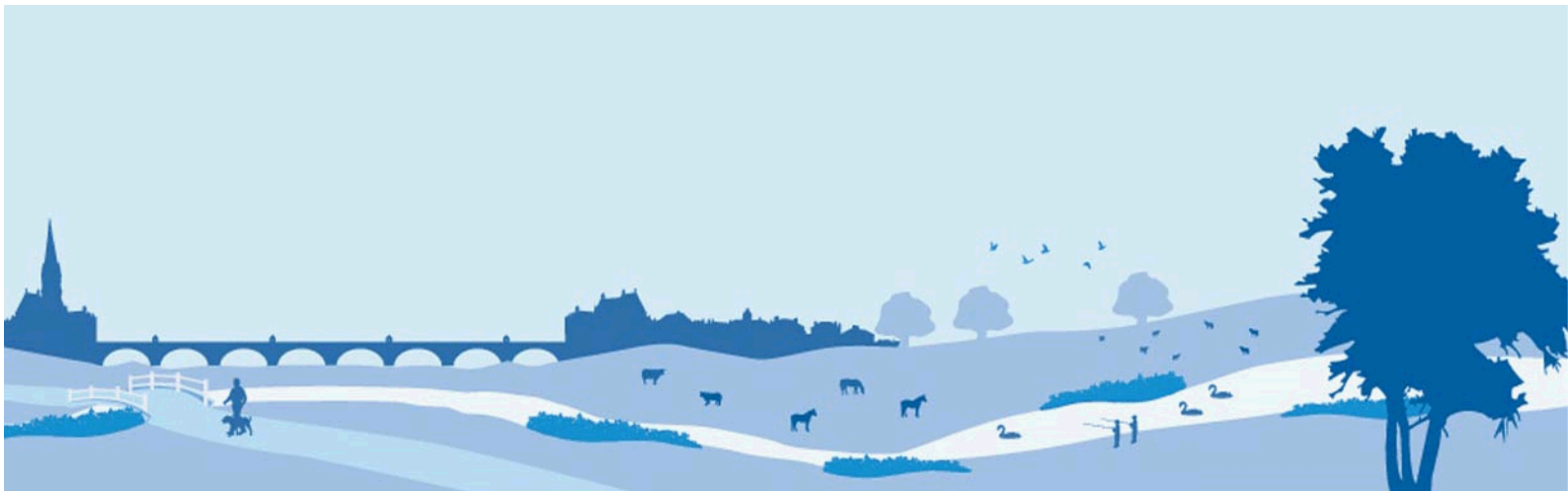
The role with EPE may be required to take part in incident response. The line manager will confirm the specific arrangements depending on the role.

This role profile is generic, and should be read alongside the team specification provided in the Environment, Planning and Engagement Handbook.

3. Salary and benefits

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

Grade Rate:	£33,990
Location:	Riversmeet House, Industrial Estate, Tewkesbury GL20 8JG Hafren House, Welshpool Road, Shrewsbury, SY3 8BB Sentinel House, 9 Wellington Crescent, Fradley Park, Lichfield, WS13 8RR Mance House, Arthur Drive, Hoo Farm Industrial Estate, Worcester Road, Kidderminster, DY11 7RA
Hours of work:	37 hours, Permanent
Leave entitlement:	Your leave allowance in this role will be 27 days plus bank holidays. 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.
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:	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. Diversity: it's in our nature.



4. Further information

The post holder will be expected to undertake an incident role. This is to support the Environment Agency's role as a first responder to major incidents.

The role will be based in one of our offices in Tewksbury, Lichfield, Shrewsbury or Kidderminster with some travel expected across the various locations.

For more information contact Steve Lightfoot, Recruitment Officer: stephen.lightfoot@environment-agency.gov.uk 07775 028169

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.

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 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.

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.

