

create a better place



Project Support Officer, LLFA Project Advisers
Team

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: Support Officer

Job location: Reading

This role is based with the LLFA Project Advisors Team which is based at Thames Water offices in Reading. The role may involve some occasional travel around the Thames Regional Flood and Coastal Committee catchment area, which includes London, Surrey, Hertfordshire, Oxfordshire, Buckinghamshire and Berkshire as well as parts of Northamptonshire, Wiltshire, Warwickshire, Gloucestershire and Essex. Travel expenses will be paid.

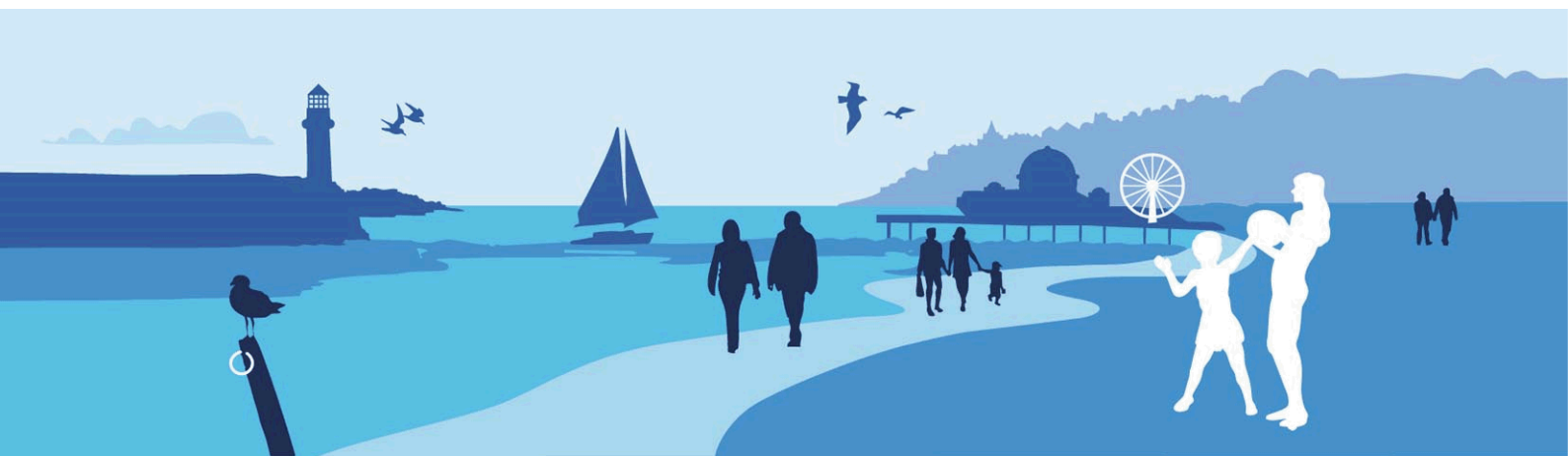
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1. Introduction to the Thames Regional Flood and Coastal Committee

The Thames Regional Flood and Coastal Committee (TRFCC) is a committee established by the Environment Agency under the Flood and Water Management Act 2010 that brings together councillors appointed by Lead Local Flood Authorities and independent members with relevant experience.

It is responsible for:

- ensuring there are coherent plans for identifying, communicating and managing flood and coastal erosion risks across catchments and shorelines;
- encouraging efficient, targeted and risk-based investment in flood and coastal erosion risk management that represents value for money and benefits local communities
- providing a link between the Environment Agency, LLFAs, other risk management authorities, and other relevant bodies to build understanding of flood risk in its area.

There are 56 lead local flood authorities in the TRFCC catchment area, meaning that authorities are grouped and represented by a single councillor at TRFCC meetings. The catchment does not include any coastline and the flood risks are fluvial, surface water and groundwater. The River Thames is tidal to Teddington and so presents a tidal flooding risk.

We identified that Lead Local Flood Authorities (LLFAs) were struggling to resource the development of capital projects for funding by the TRFCC. The Thames region has secured unprecedented levels of capital funding to deliver flood defence projects and we want to make sure that LLFAs have the capacity to develop projects for funding.

We have recruited a team of officers to work with local authorities across the Thames catchment for 5 years to April 2021. We now want to recruit a Project Support Officer to provide administrative support to the team and facilitate the communication processes between the team and the rest of the stakeholders involved in the project.

The role will be diverse, and you will engage with a range of stakeholders involved in the project. Principal tasks will include supporting the two Team Leaders and acting as a secretariat to the Project Board and Steering Group and managing the Project's shared inbox and online platform. Your role will ensure the smooth running of the project and communicate about it to stakeholders.

2. About the employer

We're the Environment Agency. We protect and improve the environment and make it a better place for people and wildlife. We operate at the place where environment change has its greatest impact on people's lives. We work closely with a wide range of partners to make sure there is enough water for people and wildlife; reduce the risk of flooding; protect and improve air, land and water quality and apply the environmental standards within which industry can operate.

Indeed, the need for our work is becoming ever more important. The impact of climate change, the needs of a growing population, the changing patterns of energy production and agriculture, the impact of waste: these all place greater demands on the natural environment and our human relationship to it. From our Head Office in Bristol, and from offices and depots all across England, we work to protect and improve the environment by:

- reducing the risk of flooding and helping to protect people and places;
- helping businesses to make sure they don't harm the environment through pollution or by taking too much water. We issue licenses and permits, and take action against those who don't take their environmental responsibilities seriously;
- improving the environment for people and wildlife. We help people get the most out of their environment, including boaters and anglers. And we complete around 400 projects every year to improve the places where threatened species live;
- working with government, industry and local authorities to make the environment a priority.

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



3. The role

| Knowledge and experience | Support Officer |
|---|-----------------|
| Excellent customer service ethos | Essential |
| Ability to minute meetings effectively | Essential |
| Strong organisational skills | Essential |
| Experience of organising meetings involving people from multiple organisations | Desirable |
| Experience of working with councillors in local authorities | Desirable |
| Good telephone manner | Essential |
| Strong IT skills | Essential |
| Able to balance competing priorities | Essential |
| Able to work on your own initiative | Essential |
| Interest in the environment and flood risk reduction | Desirable |
| Experience of internal and external communications work (for example, but not limited to, newsletters, emails, website updates) | Desirable |

Principal accountabilities – Project Support Officer

1. Act as a Secretariat for the Thames RFCC LLFA Advisors Project Board, which oversees the project and comprises members of the Thames RFCC and senior officers from the partner organisations involved in the project. It meets quarterly, and the role holder will be responsible for organising these meetings, drafting agendas and issuing papers (in collaboration with the Project Board and Team Leaders). The role holder will minute the meetings and monitor the progress of actions accordingly.
2. Act as a Secretariat for the Steering Group, which comprises officers from the partner organisations involved in the project. This Group is meeting monthly for the first 12 months of the project, after which the purpose of the group and the frequency of meetings will be reviewed. The role holder will be responsible for organising these meetings, drafting agendas and issuing papers (in collaboration with the Chair of the Steering Group and Team Leaders). The role holder will minute the meetings and monitor the progress of actions accordingly.
3. Maintain and develop internal information storage and retrieval systems and ensure that information is up to date and readily accessible to facilitate the team's work.
4. Maintain and develop the project's online platform used by the team to share information with the LLFAs and other stakeholders.

5. Provide guidance to LLFAs on common challenges and solutions in advancing projects on the capital programme.
6. Using relevant tools collate and provide data for monitoring the progress of the team against its objectives. Provide data and information to the Thames RFCC as required.
7. Manage the team's joint email inbox; and manage, coordinate and chase responses to correspondence and enquiries that are received by the team ensuring that partners receive an effective and efficient service.
8. Support the Team Leaders in budget monitoring.
9. Provide communications support for the team, for example by drafting newsletters or bulletins for LLFAs or partners and updating website content; together with keeping up to date partner and LLFA contact details for the project.
10. Provide any other administrative support the Team Leaders and LLFA Project Advisors require. This could include arranging meetings, requesting information and organising travel.

Additional useful information

- This role is based with the LLFA Project Advisors Team which is based at Thames Water offices in Reading. The role may involve some occasional travel around the Thames Regional Flood and Coastal Committee catchment area, which includes London, Surrey, Hertfordshire, Oxfordshire, Buckinghamshire and Berkshire as well as parts of Northamptonshire, Wiltshire, Warwickshire, Gloucestershire and Essex. Travel expenses will be paid.
- We welcome applications from people wishing to work part-time or job share.

3. Salary and benefits

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

| | |
|---------------------------|---|
| Salary: | £26,869 per annum |
| Location: | Thames Water offices in Reading. Occasional travel may be part of the role. |
| Hours of work: | 37 hours for full time, potential for part-time or job share, 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 from 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: | 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

For further details please contact Helen Berthonneau – Lead Local Flood Authority Project Advisors Team Leader: helen.berthonneau@environment-agency.gov.uk, 07585 125 040

The Environment Agency is 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.

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.

5. How to apply

The Environment Agency uses 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 can do this via the vacancy you are interested in by selecting 'click here to apply for this job' 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 whether you've previously been a permanent employee of the Environment Agency. Simply answer yes or no and you can carry on with your application. You'll then see the '**I have not previously applied**' heading. Simply click '**Apply now**' and sign up 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, making sure that you tick the box to indicate that you've completed it. 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.

Personal 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 personal statement is 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 4,000 character limit (including spaces), that's roughly one page of A4. 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.

Diversity and inclusion form

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

