

ROLE PROFILE

Job family	Business Support	Role profile number	BS06-1422	Grade F
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Job purpose: Carry out a range of administrative duties which will support the successful delivery of relevant services to internal and external customers.

Grade F posts are higher in 'Creativity & Innovation' with the requirement for on-going problem solving but within clear defined procedures where support is readily available from senior colleagues. Grade F posts are also higher in 'Consequences' where decisions are made based on a range of established solutions which have a material impact on the work of the team or service area.

Factor	Relevant Job Information
Supervision and/or Management of People	No management of staff. No supervisory responsibility other than providing guidance and support to colleagues.
Indicative qualifications	A levels / National Diploma or equivalent experience/skills. ITQ 2 or equivalent ICT skills and abilities.
Knowledge and Skills	Previous relevant and practical experience. A thorough understanding of relevant procedures and working practices. Good knowledge of specialist function relevant to service area. Excellent ICT skills including use of Microsoft applications and specialist systems Attention to detail. Good organisational skills and the ability to prioritise workloads.
Creativity and Innovation	Work on own initiative to manage own activities. Creativity and problem solving is a feature of the job, exercised within general guidelines of the service area. Research and analysis of information to highlight and prioritise issues for further investigation May research and resolve problems as part of a support team.
Contacts and Relationships	Provide advice and guidance where information is less well established and where situations may not be straightforward. Deal with people at all levels confidently, sensitively and diplomatically. Be first point of contact on a range of queries from internal / external customers, may be dealing with challenging situations where influence could be required. Contacts will include: Colleagues, customers, members of the public, and stakeholders.
Decisions – Discretion & Consequences	Work is carried out following the framework of accessible guidelines and processes. Decisions are made based on a range of established practices The consequences of the decisions will have a material effect on the service. Issues are highlighted and solutions are recommended on processes and procedures specific to the role. Devise, create, maintain and manipulate data management systems. Analyse standard data and provide reports to customers, team members and managers with recommendations. Carry out research for projects from a range of sources as directed by the line manager or other team members
Resources	Little or no responsibility for physical or financial resources
Work Demands	Work subject to interruptions and at times may be competing demands of work priorities
Work Environment	Office based, but may involve some travelling to other council buildings
Our Identity	Our Identity sets out who we are and provides a shared understanding of how we are all expected to lead, work and act with each other, our partners and our residents to deliver our services and build stronger communities. They enable us to continually evolve and adapt to meet the changing needs of our residents and ensure that we continue to deliver great services and make a difference to the people of Wiltshire.

	All of us are expected to demonstrate the elements of Our Identity in how we work to shape and create the organisation we want to be part of. It should influence our decisions, activities, projects and ways of working
Health & Safety	All employees are required to carry out all duties and responsibilities with reasonable care for the health and safety of self and others and report any potential hazards or unsafe practices to their line manager
Equalities	Wiltshire council is committed to ensuring employees do not discriminate against colleagues, suppliers or third parties at work or harass or victimise others. Incidents of discrimination at work are taken seriously and employees are encouraged to report incidents via their manager or anonymously via the whistleblowing policy .
Authority to work in the UK	All employees must have the legal authority to work in the UK. Non-EU nationals must have the relevant approval to work in the UK from the UK Border Agency. Copies of all documents provided as proof of identity are retained for our records, by providing these proofs the council will treat this as consent.

The above profile is intended to describe the general nature and level of work performed by employees in this role and does not detail a list of all duties and responsibilities. The Council reserves the right to amend this role profile as necessary.

ROLE DESCRIPTION

Role description:	Public Protection Officer (Technical Support)	
Role profile family:	Business Support	
Role profile number and grade:	BS06-1422	Grade F
Number of posts:	8	
Service/Team:	Public Protection Technical support	
Reports to:	Public Protection Team Leaders	

Job Family overview

Business Support job family overview:

Delivery of administration, information processing, customer and business services to support the Council

- Processes regular transactions via established procedures
- Undertakes regularly occurring event based tasks and duties
- Delivery of ongoing processes and procedures including specialist areas
- Understands and responds to real time queries from external and internal customers and colleagues
- Provide routine and standard advice and guidance on the Councils processes and procedures
- Suggesting and implementing improvements to procedures to ensure efficient service delivery

Service / Function Context

The overall responsibilities of the service/function are:

- Public Health and Public Protection duties including environmental control and protection, pest control, food safety and standards, health and safety, animal health, emergency planning and resilient response, drugs, alcohol and community safety, domestic abuse reduction, consumer protection (trading standards) and licensing.

Job Purpose

To assist the Public Protection Team, Team Leaders and Heads of Service in providing the technical knowledge and administrative support to deliver the Public Protection Services including licensing, animal health & welfare, environmental control and protection, pest control, food, noise, trading standards, petroleum, fireworks, explosives, poisons, public health funerals, community safety, anti-social behaviour reduction, domestic abuse reduction, emergency planning, and health & safety services for the Council.

To be responsible for the delivery and support of the administration of the above, ensuring the health and safety of the public/staff and safeguarding the integrity and reputation of the Council.

Specific duties and responsibilities include:

- To assist the Public Protection Teams, Team Leaders and Heads of Service in providing the technical knowledge, administrative support and management of service delivery of licensing, animal health & welfare, environmental control and protection, pest control, food, noise, trading standards, petroleum, fireworks, explosives, poisons, public health funerals, community safety, anti-social behaviour reduction, domestic abuse reduction, emergency planning, and health & safety services.
- To maintain and update databases and libraries (including data entry) and software systems for all users in section hubs and accurate recording of information on hubs databases.
- Providing and maintaining a resilient, cohesive and responsive service across all teams in public protection by providing mutual support, cover and advice.
- Dealing with telephone enquiries in relation to licensing, animal health & welfare, environmental control and protection, pest control, food, noise, trading standards, petroleum, fireworks, explosives, poisons, public health funerals, community safety, anti-social behaviour reduction, domestic abuse reduction, emergency planning, and health & safety services, and general work of Public Protection Services including customer requests.
- Giving first point of contact information to customers across a diverse range of functions, resolving the majority of enquiries and escalation to officers where deemed necessary.
- To provide administrative and technical assistance and site investigations (noise monitoring, water sampling etc when required) for officers and customers of Public Protection Services.
- Transcription of investigative interview tapes used for Court purposes.
- Using SAP to generate orders for goods and services, processing invoices for payment and raising invoices, annual licences etc – including applying the appropriate budget code.
- Performing reception duties on behalf of area/hub office dealing with members of the public, businesses, other Enforcement Agencies and Local Authorities and directing them to the appropriate internal/external contacts and/or providing other assistance e.g. provision of advice leaflets, such as Trading Standards, Food Safety, Noise and Pollution, Licensing, Community Safety, Emergency Planning etc.
- Recording of noise data, private water samples and food samples on database.
- To be responsible for maintaining and monitoring petty cash accounts of up to £1000 and reimbursements of receipts to officers who use petty cash to purchase items for inspection testing and sampling purposes e.g. toys, food.
- To be responsible for checking animal movement records submitted by livestock owners and corresponding with farmers who fail to produce records. To match livestock movement records with official DEFRA (Department of the Environment Food and Rural Affairs) databases

highlighting to officers breaches of legislation to assist in investigation and/or possible prosecution.

- To administer the section's training programme. Scheduling training, ensuring officer's hours for CPD needs are monitored and recorded. Monitor the Continuing Professional Development hours and keep all training records for the hubs.
- Responsible for the accurate recording of registered food premises and inspections carried out under the Food Safety act 1990 and ensuring the database is maintained to a high standard e.g. information gathered may be used in Court.
- Reconciling bank accounts, auditing officers account books and reconciling receipts and submitting impress reimbursement requests for petty cash.
- Responsible for the maintenance & safekeeping of the Incident Room and emergency communications facilities to include the equipment inventory, checks and battery maintenance for satellite phones & radios. Maintaining the stationery and equipment within the Gold Command incident bag. Attendance at the Strategic Co-ordinating Group as admin support and loggist.
- Keep master stock inventories of protective clothing, and equipment for Public Protection, as well as supplies and stationery. Responsible for stock levels and obtaining prices for bespoke services e.g. an analyst to carry out an explosives check where necessary to ensure the most cost effective provision is achieved.
- Responsible for scheduling of inspections and providing statistical information to food, health & safety and animal welfare officers.
- Reviewing and updating data to ensure accessibility of information to our customers is up to date and relevant and reflects current PPS practice/policy and legislation e.g. leaflets and newsletters .
- Assisting with the induction process for officers, training new starters on PPS software databases including setting them up on the systems, generating passwords etc. and ensuring they carry out DSE assessment during the training and induction sessions.
- Assistance with the work for Area Boards, for instance, the Community Area Board Risk Assessment Co-ordination and other work as identified.
- Enable workload monitoring by creating, interrogating, managing and maintaining various databases and spreadsheets, recording of Council inspections, visits, actions, schedules, licenses, etc. Database and spreadsheets containing training requirements etc.
- Create and manipulate accurate performance and annual return reports that must be accurate. This requirement will be subject to tight timelines and will require expert knowledge of specialist software processes.
- Providing administrative support for multi-agency and internal meetings, and coordinating events and training.
- To support and maintain the relevant areas for the council's website, intranet pages and the National Resilience Extranet.
- Preparation, implementation and maintenance of new/existing manuals, Enforcement and Legal Process manual, trader information leaflets and information technology procedures and systems, as well as assisting with outside events to raise the profile of the Service and other agencies working in partnership.
- Preparation and creation of accurate Performance Management and Key Performance Indicator reports for officers, to ensure regulatory and statutory duties are met, adhering to strict deadlines. Expert knowledge of specialist software processes e.g. Crystal Reports necessary.

Specific requirements for this post:

N/A

Person Specification

Specific qualifications, knowledge, and skills required for this role:

Essential

- Educated to A level (or equivalent) .
- NVQ Level 3 in Business Administration or equivalent
- Proven experience and understanding of administration procedures and the requirements of supporting a busy team
- To be able to communicate effectively with officers at all levels
- To be able to communicate effectively with a wide range of customers, in a caring and considerate way for the bereaved, through to domestic and business customers (e.g. households, farmers)
- Literacy and numeracy to enable processing of schedules
- IT skills to enable efficient operation of databases
- Tact & diplomacy, logical thinker
- Knowledge of all appropriate H&S legislation
- Able to work under pressure and act appropriately in difficult situations
- A good team player with excellent interpersonal skills both face to face and via the telephone
- Able to manipulate data in order to produce statistical information for service delivery
- Able to resolve complaints effectively and efficiently
- Able to plan and prioritise own workload

Desirable

- Technical knowledge of an area within the public protection portfolio
- Experience of working in one of : public health, licensing, animal health & welfare, trading standards, noise, pollution, community safety, food safety, emergency planning and health & safety sector.

Career graded posts

This post does not form part of a career grade.

Supporting information

Driving classification	
Occasional driver A valid UK driving licence is not required. Occasionally may need to travel to different locations in order to undertake the duties of the role.	☒
Regular Driver Must hold a valid UK driving licence (with no more than 6 penalty points) and have access to either their own car or a pool car in order to undertake the duties of the role unless other forms of transport are available and viable to perform the role, including public transport. Or a reasonable adjustment has been agreed.	☐
Required Driver Must hold a valid UK driving licence (with no more than 3 penalty points) and will drive a vehicle supplied by the Council in order to undertake the duties of the role.	☐
Employees should refer to the Corporate Driving at Work policy for further information.	

Political restriction	
This role is politically restricted. The job holder is not permitted to undertake political activity involving standing for election as a member of parliament, as a member of the Scottish or Welsh Parliaments, or be a local councillor. The job holder is furthermore not permitted to canvass on behalf of a political party or a person who is already, or who seeks to be, a candidate. In addition, they may not speak to the public or publish any written or artistic work that could give the impression they are advocating support for a political party.	☐
This role is not politically restricted	☒

Professional fees and related occupational costs	
As part of this role, or to support professional development, the job holder is required to be a member of a professional body or association. The job holder is responsible for payment of all professional fees, memberships, registrations or subscriptions and no reimbursement or contribution towards these will be provided by the council	☐
This role does not have any professional or occupational membership requirements	☒

Clearances – Disclosure & Barring Service (DBS)	
This role will be engaged in 'regulated activity' providing specific services relating to children or vulnerable adults and is subject to a Disclosure from the Disclosure and Barring Service.	☐
This role is exempt from the Rehabilitation of Offenders Act 1974 and will require an Enhanced DBS check before appointment can be confirmed.	☐
This role is exempt from the Rehabilitation of Offenders Act 1974 and will require a Standard DBS check	☐
The role requires a Basic DBS check to check for convictions and cautions that are considered to be unspent under the terms of the Rehabilitation of Offenders Act 1974.	☐
This role is not subject to a Disclosure from the Disclosure and Barring Service in order to undertake the duties of the role.	☒

Clearances – Baseline Personnel Security Standard (BPSS)	
This role requires access to the UK government Public Services Network (PSN) and is subject to a BPSS check	☐
This role is not subject to a BPSS check	☒

Clearances – Non-Police Personnel Vetting (NPPV)	
This role requires working in partnership with the police, and/or having access to Police related systems and is subject to a NPPV check at level 2* . (*regular access to police premises and police information, intelligence and financial or operational assets. Occasional access to those deemed 'secret').	☐
This role requires working in partnership with the police, and/or having access to Police related systems and is subject to a NPPV check at level 3* (*regular unsupervised access to police premises and/or access to police information and/or information systems and/or hard copy material either on police premises or by remote access up to "secret" level. A level 3 includes a check on you, your spouse/partner, co-residents, and all family members).	☐
This role is not subject to a NPPV check	☒

Safeguarding	
For all roles within Children's Services. Wiltshire Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and all staff are expected to share this commitment. You will be expected to report any concerns relating to the safeguarding of children, young people or vulnerable adults in accordance with agreed procedures. If your own conduct in relation to the safeguarding of children, young people or vulnerable adults gives cause for concern, the council's agreed child protection/vulnerable adults protection procedures will be followed.	☐
For all roles within Adult Social Services. Wiltshire Council is committed to safeguarding and promoting the welfare of vulnerable adults and all staff working for the council are expected to share a commitment to this. You will be expected to report any concerns relating to the possible abuse of a vulnerable adult in accordance with the agreed interagency safeguarding adults' procedures. If your own conduct in relation to the safeguarding of vulnerable adults gives cause for concern, the council's agreed interagency safeguarding adults' procedures will be followed, alongside implementation of the council's disciplinary procedure. The job holder is accountable for their safeguarding of vulnerable adult responsibilities to their line manager.	☐
For all other roles within the council. Wiltshire Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and all staff are expected to share this commitment. You will be expected to report any concerns relating to the safeguarding of children, young people or vulnerable adults in accordance with agreed procedures. If your own conduct in relation to the safeguarding of children, young people or vulnerable adults gives cause for concern, the council's agreed child protection/vulnerable adults protection procedures will be followed.	☒