

# Job description

**Job Title**: Environmental Health, Technical Administrator

**Department:** Planning & Regulatory Services

**Reports to:** Environmental Health Manager

**Career grade:** Wednesday, Thursday & Friday 22.5 hours Grade C

**Job Purpose**

* Provide high-quality technical and administrative support to the Environmental Health team, ensuring the effective delivery of services related to public health, food safety, environmental protection.
* Act as the first point of contact for routine technical enquiries.
* Manage and maintain database systems to support efficient communication and service delivery across teams.

**Key Responsibilities**

**Administrative and System Support**

* Deliver comprehensive administrative support to the Environmental Health service.
* Maintain and update case management systems, ensuring accurate data entry and timely updates.
* Process service requests, complaints, and general enquiries from customers.
* Identify opportunities for system improvements and support the EH team in developing the skills needed to implement changes.
* Administer specialist software (e.g. NoiseApp, iAuditor), including data input and technical updates.
* Maintain and update EH content on the Council’s website, ensuring information is accurate and accessible.
* Keep records of licences, permits, and registrations (e.g. food premises, stray dogs).
* Liaise with internal departments and external stakeholders to support service delivery.

**Financial and Budgetary Support**

* Assist managers with budget monitoring and financial administration.
* Support purchasing processes and manage the collection of fees and charges.

**Customer Service and Public Engagement**

* Provide first-line responses to service requests in line with performance targets and service standards.
* Offer guidance and, where appropriate, advice to customers regarding EH services.
* Respond to technical enquiries on behalf of officers, subject to appropriate training and experience.
* Gather and report on customer feedback to support continuous service improvement.

**Interdepartmental and External Liaison**

* Liaise with contractors, contact centre staff, internal teams, and external agencies as required.
* Manage responses to Temporary Event Notifications on behalf of the EH service.

**Specialist and Project Support**

* Assist in the preparation of health education materials and the organisation of public health campaigns and projects.
* Collate responses to Freedom of Information (FOI), Environmental Information Regulations (EIR), and Subject Access Requests (SAR) on behalf of the EH Manager.

**Compliance and Governance**

* Contribute to service improvement initiatives and ensure compliance with data protection and confidentiality policies.
* Ensure adherence to the EH document retention policy.
* Monitor service performance indicators and produce regular reports.
* Ensure all EH documents meet accessibility standards.

**Other Duties**

* Work outside normal office hours when required.
* Undertake any other duties that may be reasonably expected as part of this role.

**Expected Standards:**

# To engage fully in the Council’s staff appraisal scheme.

# To comply with standard employee Health & Safety at Work responsibilities.

# To adhere to General Data Protection Regulation principles and practice.

# To embrace the Council’s Equal Opportunities policy, values and behaviours.

# To be aware of and follow the Council’s Safeguarding policy.

## Location

Council Offices, Argyle Road, Sevenoaks, Kent TN13 1HG

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| **QUALIFICATIONS** |
| **ESSENTIAL** | **DESIRABLE** |
| * 5 GCSE’s (or equivalent), including English and Maths.
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| **KNOWLEDGE, SKILLS & EXPERIENCE** |
| **ESSENTIAL** | **DESIRABLE** |
| * Administrative experience of a minimum 2 years.
* Demonstrate knowledge of Microsoft packages (Word, Excel, Access, Outlook)
* Excellent communication skills, both oral and written.
* Excellent telephone manner and ability to take accurate messages.
* Ability to maintain accurate notes and records.
* Excellent organisational skills.
* Excellent time management skills.
* Experience of working with a broad range of personnel in particular members of the public and business operators.
 | * Experience of a range of computer systems to include, Agresso, Uniform, IDOX or similar environmental health packages.
* Understanding of General Data Protection Regulations.
* Experience of collating information for FOI, EIR, SAR requests.
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| **APPROACH** |
| **ESSENTIAL** | **DESIRABLE** |
| * General administrative and financial monitoring experience.
* An understanding of the work carried out by Environmental Health.
* Ability to work effectively within a team of professional officers.
* Ability to prioritise, plan, organise, implement and monitor own workload (with minimal supervision).
* Takes personal responsibility for own workload, ensuring that high quality, accurate work is produced to tight deadlines.
* Ability to relate to the public, elected Members and representatives of external agencies.
* Ability to deal effectively with demanding or difficult customers.
* To demonstrate a strong commitment to high standards of performance, quality and customer care.
* Self-motivating and capable of using initiative in problem solving.
* Respect for confidentiality.
* Ability to be flexible and respond at short notice to non-routine matters.
* Willingness to undertake any relevant training.
 | * Previous experience of working within a Local Authority and within an Environmental Health department.
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