

Environmental Protection Administrative Assistant

Directorate:	Environment	Service:	Environmental Protection and Community Safety
Responsible to:	Service Manager Environmental Protection & Community Safety	Responsible for:	N/A
Grade:	Grade 4		
Location:	Civic Centre		

Job Purpose:

To provide general clerical and business support to the Environmental Protection Department.

Key Tasks & Responsibilities:

To undertake general clerical and administrative work for the Environmental Protection Department as instructed by the Environmental Protection & Community Safety Manager & Senior Environmental Health Officer (EP).

To compile and issue all standard letters associated with the Department e.g. ASB / neighbour noise letters, etc.

To manage the Environmental Protection inboxes and log all complaints, service requests and enquiries onto IDOX / EDRMS / CRM, liaising with the investigating officers as required.

To administer the Noise App on behalf of the Department.

To answer all telephone enquiries and provide advice and assistance on how to progress service requests / complaints, liaising with the investigating officers as required.

To liaise as necessary with the Council's Contact Centre in respects to customer enquiries relating to Environmental Protection.

To check and allocate all planning and licensing applications received by the Department.

To undertake all Land Search / Personal Property Search requests received by the Department having regard to available data.

To update and maintain the webpages for Environmental Protection.

To maintain accurate computerised records as required in respect of all services within Environmental Protection & Community Safety, assisting in the answering of requests for data including Freedom of Information, Environmental Regulation, and Subject Access requests.

To assist in the administration of budgets relating to the Environmental Protection Department including the raising of purchase orders, debtor invoices and orders.

To undertake land registry searches.

To answer data requests received by the Department including Freedom of Information, Environmental Information Regulations, and Subject Access requests.

To service meetings and minute taking.

To provide administrative support for identified Environmental Protection Projects / investigations

To provide administrative cover for the Community Safety Department when required.

Corporate Responsibilities:

The postholder will be expected:-

- To adopt a flexible approach to changing patterns of work and undertake such other duties as are consistent with the job purpose and grade of post.
- To promote best practice in meeting the requirements of Health and Safety legislation and Council policy, and comply with other relevant statutory legislation.
- To carry out duties in accordance with the Council's policy on equality and diversity.
- To accept that everyone has a right to their distinct identity, treating everyone with dignity and respect and ensuring that what our customers tell us is valued by reporting it back into the organisation.
- To provide quality services that are what our customers want and need, giving customers the opportunity to comment or complain if they need to, working with them to identify what needs to be done to meet their needs and informing managers about what customers say in relation to the services delivered.
- To develop oneself and others making every effort to access development opportunities and contribute effectively by participating in the Council's performance management scheme.
- To be responsible for Data Quality.
- To demonstrate a high standard of probity in the use of council resources and where a nominated budget holder manage spending within available resources.

QUALIFICATIONS	ESSENTIAL/ DESIRABLE	ASSESSMENT METHOD
Good standard of education	Essential	Application Form/Interview

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SKILLS	ESSENTIAL/ DESIRABLE	ASSESSMENT METHOD
Ability to undertake general office procedures e.g.: manual, computerised records and filing systems, photocopying, emails, invoicing, etc	Essential	Application Form/Interview
High levels of computer literacy including knowledge of Microsoft Office Systems	Essential	Application Form/Interview
Good knowledge of relevant computer systems eg. IDOX, EDRMS, CXM, GIS	Desirable	Application Form/Interview
Knowledge of services offered by the Environmental Protection Department	Essential	Application Form/Interview
Ability to work as part of a team	Essential	Application Form/Interview
Ability to use initiative and work without supervision	Essential	Application Form/Interview
Ability to work under pressure, prioritise work and meet deadlines	Essential	Application Form/Interview
Organised approach to work in relation to file and record keeping.	Essential	Application Form/Interview
Able to provide written communications which are readily understood	Essential	Application Form/Interview
Good interpersonal skills as well as tact and diplomacy	Essential	Application Form/Interview
Ability to communicate well both orally and in writing	Essential	Application Form/Interview
Ability to deliver a service with high standards of customer care (including dealing with occasional potentially confrontational customers in a calm manner)	Essential	Application Form/Interview

EXPERIENCE	ESSENTIAL/ DESIRABLE	ASSESSMENT METHOD
Experience in working within a relevant office environment	Desirable	Application Form/Interview
Experience in relevant computer systems such as Word, Excel, IDOX, EDRMS	Desirable	Application Form/Interview

Experience in working in a customer facing role	Desirable	Application Form/Interview
Experience of applying excellent customer care skills in providing a service to the public.	Desirable	Application Form/Interview
Experience of using financial and other web based system	Desirable	Application Form/Interview
Experience of administrative duties	Essential	Application Form/Interview

ADDITIONAL REQUIREMENTS	ESSENTIAL/ DESIRABLE	ASSESSMENT METHOD
Regular and Reliable Service (the Council does not wish to employ individuals who have a poor history of attendance at work where there is no underlying medical reason for the absence)	Essential	References
Demonstrate commitment to equal opportunities together with a clear appreciation of equalities issues	Essential	Application Form/Interview
Flexible – Willing to assist in other areas of Environmental Health & Community Safety. Self-motivated, enthusiastic, with a creative approach to work.	Essential	Application Form/Interview

**Our Values are key to delivering our vision, plans and strategies.
All Behaviours listed are essential to the post.**

			
Professional	Innovative	Collaborative	Customer focused
In being professional we...	In being innovative we...	In being collaborative we...	In being customer focused we...

<ul style="list-style-type: none"> • Have pride in how we represent the council • Treat people with respect and consideration • Are conscientious and carry out our work to a high standard • Carry out our work activities in an honest and ethical manner 	<ul style="list-style-type: none"> • Proactively embrace change and learn from our mistakes • Challenge and constructively question existing processes • Make best use of our resources to provide excellent services • Encourage creative thinking with colleagues and peers 	<ul style="list-style-type: none"> • Communicate effectively with colleagues and stakeholders • Develop productive relationships and achieve the best results • Recognise and embrace the knowledge and skills of others. • Embrace the concept of one team one council and all work together 	<ul style="list-style-type: none"> • Strive to provide excellent services • Understand our customers' needs and consider things from their perspective • Effectively communicate and manage expectations • Actively seek ways to maximise customer satisfaction
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Special Conditions:
(e.g. Weekend work, shift allowance, car/mileage allowance)

- The council operates a strict non-smoking policy.
- Casual car user allowance. Casual Car User's will be paid at the middle band. You will be required to provide your own means of transport.

Prepared by: Corinne Mason **Date: 11.03.2026**

Post Holder Signature: **Date:**