

Apprentice Level 6 Job Profile

Job Family:	TBA	Grade:	Level 6
Job Title:	Apprentice	Directorate:	Communities
Date:	November 2019	Version:	1:1

Role Profile - Details Specific to Grade

As an Apprentice, the post holder will contribute to the delivery of the service plan by providing a co-ordinated, consistent and high quality service within Department.

The post holder will be required to work flexibly across all Service areas, responding to the different demands of the business.

Carries out a range of tasks and using a variety of equipment and technology. Will carry out a variety of tasks, as required and receive and respond to everyday enquiries from customers, escalating where necessary. Job holders will work within detailed instructions and prioritisation of tasks will be done for them by a supervisor or system process.

Brief Description of job role and department

This is a combined training and support role providing an entry-level development opportunity for a junior member of staff wanting to gain knowledge and experience front-line service delivery within a single shared service across two council areas carrying out a portfolio of regulatory, enforcement and related Environmental health activities.

Environmental health officers make sure homes and workplaces are safe, hygienic and healthy. Your work could involve:

Enforcing environmental health laws; inspecting housing and businesses for health and safety matters; Investigating complaints around housing, statutory nuisance, drainage; food hygiene and food standards; infectious disease or pests; collecting samples for laboratory testing; investigating accidents at work; advising community groups and giving educational talks; giving evidence in cases that go to court; keeping records and writing reports; advising residents and businesses on all environmental health matters.

As a member of a team you will need:

To act in a learning and support role to the Environmental Protection Officers in providing services to the communities within Kingston and Sutton through a single shared service delivery model across two council areas covering a number of disciplines within enforcement services.

To follow all instructions given by the Lead Officer and Service Manager at all times in terms of the allocation of work, prioritising and organisation of case/workload, contact with members of the public etc.

To work across all service teams to gain knowledge and experience of the full range of services provided and to provide support to meet the changes in demands on different teams at different times.

Apprentice Level 6 Job Profile

To draft letters, emails to members of the public or internally on relevant matters, seeking approval from other Environmental Protection Officers and/or the Lead Officer as required and agreed. (Note: the intention will be to develop a level of autonomy as knowledge and experience develops).

Support joint working across two council areas to ensure the most efficient and effective deployment and use of staff and financial resources in support of the agreed common council priorities as set out in the respective corporate plans.

Follow working practices and approaches to communication that will address potential different cultural and behavioural differences and expectations across the two councils to promote a single-service approach to service delivery.

Maximise personal performance, engagement and contribution to support a culture of aspiration and continuous improvement.

Help to build strong relationships with other service teams across both councils to develop a seamless and co-ordinated customer response to enquiries and requests for service across both communities.

To support the discharge of all appropriate service functions and activities as set out in the Council's Constitution (Scheme of Delegation), specifically delegated to the Service Manager by the Group Manager

To actively participate at team meetings and providing cover and support across other service teams, as and when required as part of a generic approach to the deployment and management of resources.

To support related enforcement issues and judicial proceedings within the terms of delegated responsibilities coming under the remit of the role. Support the communication of clear performance standards, taking account of internal and external requirements.

Support the achievement of quality standards within a context of continual improvement and report and address any variances to a relevant Lead Officer.
Support effective and positive cross-communication and team working, especially in the context of staff deployed across two physical locations.

Representative accountabilities

- Operates equipment specific to the job in order to carry out required tasks.
- Use IT to log basic information (amending simple databases and files) to ensure that records are accurate and able to support service delivery.
- Receive information from customers and pass queries to an appropriate person for resolution.
- Communicate politely with customers in order to give information or instructions.
- Communicates clearly and appropriately with colleagues
- Provides advice and information on all aspects of service areas, directing contacts to the most appropriate area, if applicable
- Inputs, updates, extracts and analyses data relevant to service activities using relevant ICT systems
- Prepares, edits, formats and prints documents using Google mail.

Budgetary accountabilities

- N/A

Apprentice Level 6 Job Profile

Specific accountabilities

- With training, to help and support the team by carrying out general administrative/clerical tasks as necessary
- To carry out ad hoc research, correctly process data and/or prepare reports using various ICT packages by ensuring a high level of attention to detail and accuracy
- To effectively communicate with a range of people including customers, colleagues and other multi-agency staff
- To maintain record-keeping and filing systems, both manually and electronically
- To develop knowledge of the services provided by the Council and available to service users.

Person specification (knowledge, skills, experience and behaviours required in the role)

- Demonstrate a commitment to studying towards and achieving a full apprenticeship in a chosen field.
 - Commitment to learn day-to-day tasks, to be able to prioritise and to work under pressure both individually and as part of a team
 - Good attention to detail and accuracy
 - Commitment to develop excellent IT skills and customer service skills
 - Ensure tasks are completed within agreed timescales
 - Demonstrate punctuality
 - Attend and participate in team meetings and 1:1 supervisions
 - Attend training as required and complete mandatory e-learning
 - Complete degree qualification
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- Ensure all health and safety standards are adhered to for the relevant work area
 - Apply diversity and equal opportunities policies in the workplace