

Job Title: Technical Support Officer (Flood Risk Management)
Grade: 5

Our Vision

We have a clear vision for Staffordshire - an innovative, ambitious and sustainable county, where everyone has the opportunity to prosper, be healthy and happy

Our Outcomes

We want everyone in Staffordshire to:

- Have access to more good jobs and share the benefit of economic growth
- Live in thriving and sustainable communities
- Be healthier and more independent for longer

Our Values

Our People Strategy sets out what we all need to do to make Staffordshire County Council a great place to work, where people are supported to develop, flourish and contribute to our ambitious plans. Our values are at the heart of the Strategy to ensure that the focus is on what is important to the organisation and the people it serves:

- Ambitious – We are ambitious for our communities and citizens
- Courageous – We recognise our challenges and are prepared to make courageous decisions
- Empowering – We empower and support our people by giving them the opportunity to do their jobs well.

About the Service

Directorate Purpose

Staffordshire County Council is one of the largest local authorities in the UK with an ambitious vision for Staffordshire and its people. Achievement of that vision will be underpinned by the support of the county council's Economy, Infrastructure and Skills directorate (EI&S). The vision for EI&S is to help Staffordshire's economy grow, so that everyone has the opportunity of a good job and good prospects in a beautiful, safe, accessible, vibrant, cultural, prosperous, business friendly and sustainable county.

Service Purpose

The Highways & Built County team is a multi-disciplinary team whose purpose is to manage, maintain and sustainably improve Staffordshire's Built Environment so that amongst other things it is safe, accessible, functions well, promotes inward investment and economic growth, and supports social cohesion and healthy lifestyle choices.

This will be achieved by:

- Keeping the network in the best condition possible with resources available using asset management to enable the lowest whole life cost of asset ownership
- Supporting Staffordshire's economy to grow, generating more and better-paid jobs ensuring that work on the highway is of the required quality
- Improving customer satisfaction with Staffordshire County Council and enhance its reputation
- Ensuring that highway information required to manage and maintain the network and support asset management decisions is available, is held in the best place is accurate and of the required quality
- Taking action to reduce waste generation, re-use resources where possible, reduce energy use, increase sustainable travel, adapt to climate change already taking place and for the future
- Keeping the network safe for all users, improving network resilience and availability, providing a freer flowing network,

- supporting events on the highway and where issues do occur, efficiently and effectively administering claims
- Keeping people safe from harm, empowering people to deliver and grow, innovate, share knowledge and best practice
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Reporting Relationships

Responsible to: Jamie Cooper, Flood Risk Manager

Responsible for: N/A

Key Accountabilities:

- To have a contributory role in the delivery and management of Flood Risk Management functions and provide technical administrative support in any and all aspects of their functions such as, but not restricted to:
- Support in the production, monitoring and updating of a Local Flood Risk Strategy for Staffordshire, which promotes the effective management of flood risk, encourages collaborative working with partners and community engagement.
- Support with the administration of Planning Applications with regards to sustainable drainage and local flood risk matters.
- Support in receiving, monitoring and responding to applications, for example in providing statutory advice where appropriate
- Assist with the regulation of ordinary watercourses including the consent of new works in accordance with the Land Drainage Act 1991.
- Support for the Flood Risk Management Team as the need arises with flood investigations, the development of flood alleviation schemes and the development and ongoing maintenance of drainage asset management systems.
- Support with the effective and efficient planning and control of revenue and capital budgets.

- During a flood emergency, the post holder may be required to take part in major incident response.
- Administration of financial charges, orders, invoices and receipt of payments and support to the collation of reports, retrieval of overdue monies and monitoring of budgets, in line with the County Council's Financial Regulations and approved budgetary provision
- Development and maintenance of good working relationships and liaison with internal and external organisations with regards to all unit functions to ensure efficient service delivery and effectively communicate, orally and in appropriate forms of written communication, with regard to any and all aspects of the units functions.
- Contribute to the delivery of a high quality, professional and courteous customer service and investigate, liaise and respond to enquiries and/or complaints from members of the public and/or other internal and external parties expeditiously and record actions as appropriate.
- To input, extract, maintain and appropriately disseminate accurate information from the various systems, records and databases held by the units or from other internal and external sources as appropriate.
- To provide computerised / GIS information management support to the team when required and contribute to the development, improvement, refinement and maintenance of ICT systems and associated procedures including those that interface with the public, internal and external stakeholders.
- Apply judgment and discretion as necessary when carrying out all of the unit's administrative functions, in line with the units' policies, to ensure the efficient operation of systems and procedures.
- To manage performance in respect of those elements of the highway service for which the post-holder is responsible, assist in the performance of the unit's against the Unit/Team Plans, national targets, Service Level Agreement objectives and support performance monitoring and reporting under the performance management system

to ensure achievement of the aims of the units that contribute to the Council's overall objectives, whilst satisfying national performance criteria, altering practices and undertaking training as necessary.

- To operate County Council and departmental policies, regulations and procedures in relation to all activities of the unit including being responsible for delivering the County Council's Equality for All Policy relevant to the post-holder's area of work and compliance with health and safety responsibilities within this role, as outlined in the Departmental Health and Safety Manual.
- Assist and support any and all of the activities of the unit as necessary and undertake / participate in such other duties as may be allocated from time to time in accordance with the general nature and grading of the post including the undertaking of such duties of the unit managers as may be necessary in his or her absence.

It may be necessary on occasion for the post-holder to work outside normal office or contractual hours e.g. site visits, site inspections, meetings and, to meet the demands of the service provided, there may be a need to travel to various sites throughout the County for which casual car user allowances will apply.

Professional Accountabilities:

The post holder is required to contribute to the achievement of the Council objectives through:

Financial Management

Personal accountability for delivering services efficiently, effectively, within budget and to implement any approved savings and investment allocated to the service.

People Management

Engaging with People Management policies and processes

Equalities

Ensuring that all work is completed with a commitment to equality and anti-discriminatory practice, as a minimum to standards required by legislation.

Climate Change

Delivering energy conservation practices in line with the Council's climate change strategy.

Health and Safety

Ensuring a work environment that protects people's health and safety and that promotes welfare, and which is in accordance with the Council's Health & Safety policy.




Safeguarding

Commitment to safeguarding and promoting the welfare of vulnerable groups.

The content of this Job Description and Person Specification will be reviewed on a regular basis.

Person Specification

A = Assessed at Application
 I = Assessed at Interview
 T = Assessed through Test

Minimum Criteria for Disability Confident Scheme *	Criteria	Measured by
	<p>Qualifications/Professional membership</p> <ul style="list-style-type: none"> • A related technical qualification to the discipline or a willingness to undertake related appropriate (BTec, City & Guilds or similar) qualification. • An appropriate administration, management or business studies qualification 	<p>A/I A/I</p>
	<p>Knowledge and Experience</p> <ul style="list-style-type: none"> • Knowledge of flood risk management and/or related discipline • Experience in flood/highway/engineering administration • Experience and knowledge of sound administrative and financial practices and procedures • Experience of working in multi-disciplinary teams • Experience of managing customer / public interface, maintaining good stakeholder relations • Experience in the use of, and inputting data to, computer-based systems including SAP, databases and geographic information systems (GIS) • Ability to read and understand maps, OS sheets and scheme plans, both paper-based and electronically • Ability to apply judgment in non-routine situations • Employment or other experience which can demonstrate the skills, competencies and personal qualities listed below 	<p>A/I A/I A/I A/I A/I A/I A/I A/I</p>
	<p>Skills</p> <ul style="list-style-type: none"> • Confidence, energy and a commitment to excellence and quality • Good interpersonal and people/customer management and communication skills • Ability to work accurately, at times under pressure and achieve within timescales • Able to work independently and as part of a multi-disciplinary team • Initiative and flexibility 	<p>A/I A/I A/I A/I A/I</p>



If a disabled person meets the criteria indicated by the Disability Confidence scheme symbol and provides evidence of this on their application form, they will be guaranteed an interview.

We are proud to display the **Disability Confidence Symbol**, which is a recognition given by Job Centre plus to employers who agree to meet specific requirements regarding the recruitment, employment, retention, and career development of disabled people.

If you need a copy of this information in large print, Braille, another language, on cassette or disc, please ask us by contacting **Talent and Resourcing on 01785 278300**