



Regulatory Services Compliance Liaison Officer (Environmental Protection)

Salary: Band 5, £25,652 - £27,363 p.a.

37 hours per week

The Service

The Regulatory Services Team is responsible for delivering a wide variety of statutory functions including, pest control services, the assessment of air quality, port health border controls and water sampling, health and safety, food hygiene and standards, animal welfare, communicable diseases, statutory nuisance, environmental health, rogue and fraudulent traders, fair trading, product safety, intellectual property crime, age restricted sales, petroleum, explosive safety, community funerals, the licensing of hackney carriage and private hire operators, vehicles and drivers, the licensing of premises and persons under the Licensing Act 2003 and gambling premises under the Gambling Act 2005.

Environmental Protection

The role will sit within the Environmental Protection Team under the Regulatory Services function.

The Environmental Protection Team is responsible for a variety of functions including but not limited to the investigation of statutory nuisance (noise, dust, smoke etc.), Environmental Permitting, Planning and Licencing Consultation, Beauty Treatment Registrations and Animal Welfare Licences.

What is the role?

This is a full-time office-based position. The purpose of the Environmental Protection Compliance Liaison Officer is to provide support to the Environmental Protection Team within the service and to be the first point of contact for all customers. The challenge of this role is to support customers to achieve high standards of regulatory and licencing compliance and maintain efficient delivery of service functions.

The day-to-day duties of the role will include:

- actively working as part of a team and support the delivery of Environmental Protection frontline services via the process of a wide variety of administrative processes.
- interacting with a wide variety of customers such as those registering complaints for investigation, applying for beauty treatment registrations, animal welfare licences etc.
- processing and providing accurate information to customers and promoting the range of services and directing other council services available to customers where applicable.
- ensuring that enquiries are handled following departmental process and are delivered in line with legislative requirements.
- taking responsibility for resolving customers' queries and ensuring that relevant action is taken for service requests and where appropriate, to track, progress and pursue matters on the customers' behalf / behalf of the service. This will be in relation to individual case administration.

- ensuring that service fees and charges in relation to beauty treatment registrations are appropriately received and processed.
- engaging with customers directly and indirectly
- dealing with customers in a professional, courteous, and efficient manner.
- ensuring that all customer involvement is placed upon internal databases.
- accurately maintaining records, performing data entry, and obtaining statistical service demand information.
- managing correspondence - collecting, sorting, and distributing incoming mail and deliveries, including phone calls, emails and sending letters in respect to enquiries / complaints / shipments.
- assisting in organising meetings, taking of meeting minutes, and scheduling of appointments.
- exercising the highest level of integrity when dealing with personal and sensitive information, considering legislation such as the Data Protection and Freedom of Information Acts.

Who is the person?

You will have:

1. An operational understanding of several key regulatory functions would be desirable.
2. Previous experience in an administrative role would be preferable. A knowledge of the administrative functions likely to be undertaken in a Regulatory Services enforcement team would be desirable.
3. Excellent communication skills, delivering messages clearly so that they cannot be misunderstood. The ability to converse at ease with customers and provide advice in accurate spoken English is essential for the post
4. The ability to ensure that any information or situations are handled in a respectful manner without escalation.
5. An aptitude for being decisive, making decisions and using discretion - considering the most appropriate course of action outside key policy / process criteria.
6. The ability to deliver flexible service delivery requirements - including positively engaging in service and internal policy changes.
7. An understanding of how poor decision making may impact of service / senior officers and what constitutes poor decision making.
8. An understanding of how personal information / sensitive information needs to be managed and the implications of not doing so in accordance with legislative requirements.
9. Good knowledge of computer software packages.
10. A high degree of accuracy and attention to detail.
11. Integrity, an ability to work with others, and retain a positive attitude towards problem solving / delivering service solutions / improving complex problems.
12. An aptitude for being self-motivated as there will be occasions when you are working on your own / or with limited supervision.



Additional information:

How to apply: Please see attached documents at the bottom of the Job page and ensure you fully read and follow the guidance, so you fully demonstrate how you meet the points on the job profile.

General Data Protection Regulation (GDPR)

As part of any recruitment process, Portsmouth City Council collects and processes personal data relating to job applicants. Portsmouth City Council is committed to being transparent about how it collects and uses that data and to meeting its data protection obligations under the General Data Protection Regulations (GDPR).

Completing and sending an application in for a vacancy is your consent for us to process your data for the purpose of recruitment. Your data is not used in any other way and you can withdraw your consent at any point in the recruitment process and we will destroy or delete your information.

For more detailed information on what we collect, how we use, store, delete data and your rights you can access a privacy statement on our Job board.

You will need to demonstrate that you have the Right to Work in the UK. No post will be offered without it.