

## Job Description

Job title	Public Protection Project officer
Directorate	PLACE : Regeneration, Culture and Environment
Division	Regulatory Services
Range	MPR 5
Reports to	Head of Regulatory Services

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### Main purpose of the job:

To strategically develop, design, implement and evaluate high-quality, cost-efficient projects across Regulatory Services that promote the field of Public Protection, including but not limited to:

- Environmental Health Food & Safety,
- Street Scene,
- Environmental Enforcement,
- Trading Standards,
- Environmental Protection,
- Community Safety Partnership,
- Environmental Health Animal, Noise & Nuisance.

To devise and implement promotional schemes, projects and wider workstreams, that raise the profile of Public Protection teams, which may include procurement activities, discrete project delivery and communications campaigns.

Leading on workstreams with a broad range of Public Protection partners and stakeholders, both internal and external.

To be an active participant of the management team of the Regulatory Services and work collegiately with team leaders and managers for the promotion and improvement of their services.

Liaise with stakeholders in a way that promotes the [One Medway Council Plan](#) and embeds our [values and behaviours](#).

### Accountabilities and outcomes:

- To development, contribute and evaluate an annual regulatory services improvement plan, to all include a broad range of communications, marketing, promotion and education activities relating to Public

## Medway Council Job Profile

Protection and the assorted statutory functions it covers. This will include the preparation and publication of information on the Council's website and other mediums.

- Undertaking projects and campaigns in partnership with the individual teams, internal and external partners, other agencies and stakeholders for the advancement of the Public Protection services.
- Create and maintain excellent working relationships with partners and stakeholders in the field of Public Protection to better of the awareness of services and improving service efficiency.
- Strategically developing, planning and delivering high quality projects and work streams to improve outcomes for residents, business and wider stakeholders of Medway's Public Protection functions. This will include research and analysis of trends and to be aware of legislative change.
- The role will involve field work and site visits with various regulatory teams in the delivery of their services. At times this may involve acting as witness in potential legal actions.
- The contribution and delivery of projects used by senior management and project board.
- The post will form part of the Community Safety Partnership support teams

At manager discretion, other activities may be assigned that fit the job description.

### Key Corporate Accountabilities:

To work with colleagues to achieve service plan objectives and targets.

To understand and actively keep up to date with GDPR responsibilities, including completing regular refresher training.

Safeguarding is everyone's responsibility: all employees are required to act in such a way that safeguards the health and well-being of children and vulnerable adults.

As a corporate parent, all council employees are responsible for ensuring the well-being and positive outcomes of Medway's care-experienced children and young people.

To participate in the Performance Appraisal process and contribute to the identification of own and team development needs utilising the Career Progression Framework.

Work in accordance with the Equality Act 2010 and the Public Sector Equality Duty to eliminate unlawful discrimination, harassment and victimisation. Promoting equality of opportunity, fostering good relations and improving the quality of life and opportunities for everyone living and working in Medway.

To ensure full compliance with the Health and Safety at Work Act 1974, the Council's Health and Safety Policy and all locally agreed safe methods of work.

To fully understand and be aware of the commitment to the duty under Section 17 of the Crime and Disorder Act 1998 to prevent crime and disorder.

Promote the Medway Carbon Neutral by 2050 commitment; supporting the Council action plan to ensure we play our part in addressing the climate emergency.

Medway Council is a Category One responder in relation to the Civil Contingencies Act (2004) and as a result all staff working for the Authority may be asked to carry out Category One response duties or stand into the role of another member of staff who is responding to a Major Civil Incident.

### Organisation:

This role reports to the Head of Regulatory Services

## Medway Council Job Profile

The post holder will not be required to line manage others but may be required to direct, coordinate or train other employees.

The post holder will be required to liaise with all stakeholders both internal and external to the organisation.

### Working Style:

HYBRID - a flexible working arrangement whereby an employee can undertake their work either in the office and/or partially or mainly from home on a temporary or permanent basis.

### Person specification

All criteria at level A should be considered essential requirements.

#### Qualifications

##### Level A

Minimum of A Levels, including GCSE in Maths or English

##### Level B (in addition to level A criteria)

Basic qualification/ completed internal training in web/social media/communications Skills

##### Level C (in addition to levels A and B)

Evidence of continued professional development and training in a Regulatory Services area and/or communication field

#### Knowledge

##### Level A

Understanding of core Regulatory Services and the basic principles of enforcement services

Influencing, persuasion and communication skills

The ability to turn theoretical knowledge into practical applications in a local government setting

##### Level B (in addition to level A criteria)

Understanding the design of Enforcement focused Comms strategies, procurement submissions and project delivery in a local authority setting.

Awareness of emergent issue in Regulatory Services; and the regional and national agenda.  
Commitment to continually seek and implement improvements and helping other manage change.

##### Level C (in addition to levels A and B)

Officer capable of designing projects and work streams to improve improved service delivery.

Proven knowledge of Communication and Engagement strategies and projects in a local Government setting

Knowledge of the procurement process and regulations.

#### Experience

##### Level A

Experience in communicating at all levels and with public and/or private organisations in a customer focused setting

Experience of contributing information for performance management reports, presentations or management actions

Experience of implementing new processes and procedures to improve efficiency of the service.

Experience of developing management and communications projects.

Experience of taking initiatives in situations, able to identify own development needs Able to coach and work with others to share best practice in Communication.

##### Level B (in addition to level A criteria)

Experience of project managing and monitoring project performance.

## Medway Council Job Profile

Demonstrable ability to apply practical/procedural/organisational/policy knowledge in a workplace setting and can turn theory into practical solutions

Experience of introducing a service change in a service.

Experience of managing projects with service or organisational impact.

Preparing written reports and suggesting management actions to address potential risks.

At least three years' experience of working in Comms a Frontline Services area.

### Level C (in addition to levels A and B)

Independently representing the service at meeting with partners, contractors and wider stakeholder.

Significant experience of Comms orientated project management/

Significant experience of organising and delivering meaningful engagement with stakeholders.

Preparing reports, presentations and updates for senior managers with minimal supervision.

At least five years' experience of working in Comms in a Frontline Services area.

## Skills

### Level A

Photocopy of full driving licence showing for use in the UK

Microsoft Word, Excel and Outlook competency test at interview

An understanding of project management

Use of Integra (or similar system) for purchasing/ordering or payment of invoices

Good organisational skills and ability to initiate ideas through to delivery.

Ability to operate with minimal supervision, making decision in line with established good practice or policy and referring to line manager as necessary

Ability to present complex information in an understandable way

Ability to create and maintain accurate, lawful and timely records.

### Level B (in addition to level A criteria)

Can manage own small project budgets and applicable use of Integra (or similar system) with minimal supervision

Ability to prioritise workload to meet deadlines.

High level of presentation skills (verbal/written) and ability to use IT to deliver high quality information to groups

Ability to independently analyse information to identify trends and patterns in workflow data .

Enhanced influencing and negotiating skills

### Level C (in addition to levels A and B)

Ability to, and experience of, being accountable for expenditure of £10.000 from agreed wider budgets with minimal supervision.

## Medway Council Job Profile

Ability to, and experience of working independently with defined parameters and procedures. Where necessary work capably in the absence of formalised arrangements, referring issue to a senior manager when necessary.

Ability to use advanced communications skills to present complex/sensitives/difficult information in an understandable manner to a wide range of audiences.

Ability to reflectively consider decisions to better manage future risk and service delivery.

Ability to imaginatively interpret new legislation, analyse information to develop medium terms plans for Regulatory services.

Ability practically use advanced negotiation and persuasion skills to implement management actions.