

Job Description

Job title	Public Protection Support Officer
Directorate	PLACE : Regeneration, Culture and Environment
Division	Public Protection
Range	MPR 4
Reports to	Trading Standards Manager

Main purpose of the job:

To be responsible for the day-to-day management and maintenance of the regulatory services data and intel systems and undertaking the administration of new software releases in conjunction with ICT to meet the needs of services.

Development, maintenance and control of user profiles to ensure access is restricted to permitted users based on policy and procedures.

Development of systems and scheduling of reports to provide management information and statutory returns.

Day to day administration of procedures relating to the services vehicle fleet including the booking of routine services, MOTS, VED and insurance issues

Day to Day administration of the Environmental Protection Team permitting process

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

Accountabilities and outcomes:

To be responsible for the provision of training and development of procedures and work instructions in the use of the systems.

To develop electronic resources and enhance mobile working in conjunction with teams as directed by the CSM.

Provide a direct point of contact for IT matters with Medway Council's ICT department and the IT Account Manager for the systems.

To assist the service management with the procurement of new systems and contract monitoring, as necessary.

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To maintain officer authorisations in accordance with the service's scheme of delegations and issue in conjunction with the service management.

To ensure the services vehicle fleet are kept legally compliant and available for use.

To ensure that all processes requiring an Environmental Permit receive renewals and documentation in a timely manner

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 Trading Standards Manager.

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.

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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

Level 2 qualifications e.g. A minimum of 5 GCSE's (grade 4-9) or equivalent, including Maths and English, NVQ 2 etc

Level B (in addition to level A criteria)

Working towards a level 3 or higher qualification in a relevant field

Level C (in addition to levels A and B)

Holds a recognised qualification at level 3 or higher in a relevant field

Knowledge

Level A

Recent and relevant experience within an IT, Data Control, regulatory support or intelligence role

Level B (in addition to level A criteria)

Broad knowledge of the systems and processes used by regulatory services to record data and ability to update, monitor and recommend changes

Level C (in addition to levels A and B)

Thorough knowledge of the systems and processes used by regulatory services including the ability to recommend new systems and answer questions from software developers and contractors

Experience

Level A

Recent and relevant experience within an IT, Data Control or intelligence role

Level B (in addition to level A criteria)

2 years' experience in operating at level equivalent to 4A

Level C (in addition to levels A and B)

2 years' experience in operating at level equivalent to 4B

Skills

Level A

Ability to demonstrate the practical and/or procedural knowledge in Data retention and cleansing, as well as the ability to turn this data into practical applications, improvements or reports for others.

Level B (in addition to level A criteria)

Ability to ensure data security and access to systems are controlled to prevent unauthorised/incorrect data entry or retrieval

Training and mentoring of more junior staff

Level C (in addition to levels A and B)

Ability to advise suppliers on requirements for new systems and collaborate with third parties in the acquisition of systems.