

# Job Description and Person Specification

## Resilience Support Officer, Public Realm and Safety Growth and Environment

A Lambeth to be proud of



**Job Title:** Resilience Support Officer

**Department:** Service Development and Performance Management

**Division:** Public Realm and Safety

**Grade:** SO1

**Reports to:** SDPM Manager

**Responsible for:** N/A

- **Context**

The Public Realm and Safety divisions cover a number of key frontline and strategic areas for Lambeth Council, including improving public safety, delivering frontline statutory Enforcement services, Public Realm functions, Parking and Network Management, Libraries, Registrars, Capital Delivery, and Leisure and assurance of safe housing in the private rented sector. Vital to this is an efficient and effective back office approach to the division, to ensure matters of finance, projects, quality assurance, enquiries and contract / procurement management are delivered effectively and efficiently.

As a Resilience Support Officer, you will be responsible for supporting on systems and processes for the division, including licensing applications and back office systems, supporting frontline services to enable them to delivery their statutory and corporate requirements.

This post will be expected to work collaboratively across Public Realm and Safety and Resident and Commercial Services to deliver the outcomes placed upon the divisions, ensuring flexibility of approach and a “can do” attitude.

- **Job Purpose**

- To deliver high quality statutory and regulatory support functions which underpin the delivery of a wide range of Protection, Regulation, Licensing & Resilience related services.
- The post-holder will be required to support the delivery of a wide range of statutory services including Licensing, Trading Standards, Environmental Enforcement and Food Health & Safety and will play a key role supporting the delivery of high profile services, which address priority issues and meet the needs of Lambeth citizens.

- **Responsibilities**

- 1) To assist the Business Resilience Manager with the operational delivery of service administration and processes, ensuring full compliance with the relevant Acts and Lambeth policy.
- 2) To deliver effective statutory compliant administration services; working in partnership with colleagues to process and assess all applications & variations in respect of Premises Licenses, Street Trading Licenses, Temporary Events Notices, Personal Licenses and Special Treatments Licenses.
- 3) To produce and assess the relevant statutory service performance data as required by the Business Resilience Manager.

- 4) To assist the Business Resilience Manager with the implementation of Protection, Regulation, Licensing & Resilience related fees & charges and process payments in line with financial procedures and regulations.
- 5) To ensure that all relevant evidential material, documents, representations and reports are recorded, stored and disclosed in line with the Data Protection Act and Police & Criminal Evidence Act.
- 6) To assist the Business Resilience Manager with the delivery of finance/income related administrative functions in line with the relevant legislative framework; and assist with the implementation and review of the relevant debt management protocols.
- 7) To assist the Business Resilience Manager with the delivery of effective supplier management services; ensuring that Protection, Regulation, Licensing & Resilience related invoices and purchase orders are raised in line with the relevant service standards.
- 8) To liaise with internal council departments and other council partners / stakeholders to ensure a seamless approach towards the delivery of the relevant community safeguarding / statutory services.
- 9) To Assist the Business Resilience Manager with the management of the relevant Protection, Regulation, Licensing & Resilience service email systems and ensure that complaints, service requests or queries are responded to or forwarded to the appropriate officer within the relevant service timeframes.
- 10) To deliver an effective first point of contact service for Protection, Regulation, Licensing & Resilience related queries and support the delivery of the relevant problem solving and multi-agency forums.
- 11) To deliver a wide range of statutory support functions to support the delivery of the relevant neighbourhood focused Protection, Regulation, Licensing & Resilience services.

- **General Duties**

- a) To work flexibly in undertaking the duties and responsibilities of the post as directed by the Business Resilience Manager, the post holder should also be prepared to work outside of normal hours, including attending evening meetings, and occasional weekend working.
- b) To take responsibility, relevant to the post, for ensuring that Council statutes and government legislation are upheld. This includes, amongst others, Management Compliance Charter, Environmental Policy, Data Protection Act, Race Equality Action Plan, Quality Assurance Plan, Health & Safety, Sustainable Construction and Recycling.
- c) To carry out the duties of the post in accordance with the Data Protection Act, the Computer Misuse Act, the Health and Safety at Work Act, and other relevant legislation, as well as Council policies, procedures, standing orders and financial regulations.
- d) To take responsibility, appropriate to the post for tackling racism and promoting good race, ethnic and community relations.
- e) The post holder is required to hold a standard DBS certification from the Disclosure and Barring Service.
- f) To work flexibly in undertaking the duties and responsibilities of the post as directed by the Business Resilience Manager, the post holder should also be prepared to work outside of normal hours, including attending evening meetings, and occasional weekend working.
- g) To take responsibility, relevant to the post, for ensuring that Council statutes and government legislation are upheld. This includes, amongst others, Management Compliance Charter, Environmental Policy, Data Protection Act, Race Equality Action

Plan, Quality Assurance Plan, Health & Safety, Sustainable Construction and Recycling.

- h) To carry out the duties of the post in accordance with the Data Protection Act, the Computer Misuse Act, the Health and Safety at Work Act, and other relevant legislation, as well as Council policies, procedures, standing orders and financial regulations.
- i) To take responsibility, appropriate to the post for tackling racism and promoting good race, ethnic and community relations.
- j) The post holder is required to hold a standard DBS certification from the Disclosure and Barring Service.
- k) To work flexibly in undertaking the duties and responsibilities of the post as directed by the Business Resilience Manager, the post holder should also be prepared to work outside of normal hours, including attending evening meetings, and occasional weekend working.
- l) To take responsibility, relevant to the post, for ensuring that Council statutes and government legislation are upheld. This includes, amongst others, Management Compliance Charter, Environmental Policy, Data Protection Act, Race Equality Action Plan, Quality Assurance Plan, Health & Safety, Sustainable Construction and Recycling.
- m) To carry out the duties of the post in accordance with the Data Protection Act, the Computer Misuse Act, the Health and Safety at Work Act, and other relevant legislation, as well as Council policies, procedures, standing orders and financial regulations.
- n) To take responsibility, appropriate to the post for tackling racism and promoting good race, ethnic and community relations.
- o) The post holder is required to hold a standard DBS certification from the Disclosure and Barring Service.
- p) To work flexibly in undertaking the duties and responsibilities of the post as directed by the Business Resilience Manager, the post holder should also be prepared to work outside of normal hours, including attending evening meetings, and occasional weekend working.
- q) To take responsibility, relevant to the post, for ensuring that Council statutes and government legislation are upheld. This includes, amongst others, Management Compliance Charter, Environmental Policy, Data Protection Act, Race Equality Action Plan, Quality Assurance Plan, Health & Safety, Sustainable Construction and Recycling.
- r) To carry out the duties of the post in accordance with the Data Protection Act, the Computer Misuse Act, the Health and Safety at Work Act, and other relevant legislation, as well as Council policies, procedures, standing orders and financial regulations.

- **Personal Attributes**

- a. To undertake any other duties as may be required relevant to the job role and purpose. Personal credibility to provide professional and supportive leadership to a large team.
- b. Consistently takes accountability for own actions and holds others to account.
- c. Has the highest levels of personal and professional integrity and can gain the respect and confidence of colleagues, Senior management, the community, other stakeholders and staff.
- d. Uses personal credibility to foster engagement with staff to enable their contribution to service development, improvement and to ensure the directorate achieves strong levels of performance.
- e. Has a collaborative approach to developing solutions and improving services.
- f. Committed to own personal development and that of the workforce.



## PERSON SPECIFICATION

<p>It is essential that in your written supporting statement you give evidence or examples of your proven experience in each of the short-listing criteria marked Application (A)</p> <p>You should expect that all areas listed below will be assessed as part of the interview and assessment process should you be shortlisted.</p> <p>If you are applying under the two ticks scheme, you will need to give evidence or examples of your proven experience in the areas marked with “Two Ticks” (✓✓) on the person specification when you complete the application form.</p>			Shortlisting Criteria
<b>Professional qualifications</b>	Q1	A degree level qualification in a relevant discipline and evidence of continuing professional development, or experience and evidence of professional development where no degree is held.	✓✓A
<b>Key Knowledge</b>	K1	Experience of delivering statutory or regulatory support services in a similar Public Sector role	✓✓A
	K2	Thorough knowledge of administrative procedures in a Local Government or similar environment.	✓✓A
<b>Relevant experience</b>	E1	Experience of delivering statutory or regulatory support services in a similar Public Sector role	✓✓A
	E2	Experience of using Oracle and other IT systems to provide financial / transactional support services	✓✓A
	E3	Experience of working in a highly pressurised environment managing workloads to ensure compliance with statutory timeframes etc	✓✓A
<b>Core Values and Behaviours</b>		<p><b>Equity</b></p> <ol style="list-style-type: none"> <li>a. Listen to the views of others and ask for their opinions making sure that everyone in my team inputs into the things that matter.</li> <li>b. Ensure fairness and justice is at the heart of my decision making and support to my team and others.</li> <li>c. Take time to build trust, building the respect of our stakeholders and ensuring as a team we take accountability for doing what we agree to do.</li> <li>d. Develop others and ensure we work as <b>one team for Lambeth</b>, encouraging everyone to play their part</li> <li>e. Take positive action to ensure <b>everyone</b> in my team has opportunities to <b>learn and grow</b> at work</li> <li>f. Encourage everyone to <b>be themselves</b> at work and value who they are</li> <li>g. I am inclusive and actively <b>celebrate diversity</b>, recognising everyone in my team as individuals.</li> </ol>	

### Kindness

- a. Treat each member of my team with **respect and dignity** just as I would want for myself.
- b. **Encourage** each member of my team to do their very best work and am available to them to provide support and guidance.
- c. Personalise my support to each team members and look out for them, lending a hand wherever I can
- d. Encourage everyone to try and learn from mistakes and use integrity to take action with my team to put things right together
- e. Work with empathy seeking to understand each and every member of team, their unique perspective and circumstances and ensure everyone is heard
- f. Take the time to communicate, being honest, open and genuine and taking the time to get to know team members as individuals.
- g. Show compassion and patience recognising that everyone in the team has unique experience and celebrating the great work they do for Lambeth.
- h. Look after the health and wellbeing of my team members and encourage open and regular discussions about the issues that impact on them, working together to find solutions.

### Accountability

- a. I encourage and support my team to do the right thing even when it's tough and communicate decisions in a timely way
- b. I ensure team and employees take individual and collective accountability for performance and delivery, making sure that they have clear plans and performance objectives.
- c. I ensure my team plan ahead, getting the basics right and take swift action when problems arise
- d. I encourage my team to be risk aware and ensuring that our decisions and actions are informed and understood and communicated to others.
- e. I provide regular, timely and constructive feedback to my team members on their performance and behaviours and act quickly when performance is not on track.
- f. I share my learning, knowledge and skills with others thorough coaching and mentoring and encourage others to do the same.
- g. I ensure that my team and I put residents, communities, customers and their needs at the centre of everything we do.
- h. I encourage my team to learn and grow and ask questions to find the information they need to do their jobs

### **Ambition**

- a. Am proud of our borough and my team and encourage everyone in the team to aim for the highest possible standards of excellence in everything we do.
- b. Encourage my team to be flexible and try new things when it's appropriate to do so and tell me what could be improved.
- c. Promote a one team for Lambeth approach reaching out to our stakeholders to face our challenges together
- d. Encourage and support my team to be courageous for our residents and communities and stop at nothing to ensure they have the best possible outcomes
- e. I make time for the team to Innovate and look for creative ways to do things better, being curious about possibilities.
- f. Positively challenge and encourage the team to collaborate and look for solutions together across service and team boundaries.
- g. Make time for my team to grow and develop taking advantage of opportunities to learn from each other and others. We plan our learning and career growth.