

Job summary

Role title: Covid Support Officer - 2 posts

Department: Environmental Health

General description of role

The post involves undertaking visits to public areas of the Borough and commercial premises, such as shops, pubs, restaurants, hair & beauty premises etc., to offer support, advice and encouragement to businesses and the general public to achieve compliance with Covid related legal obligations and best practice. Provide information and advice on relevant financial support that may be available to businesses and individuals.

Responsibilities of role

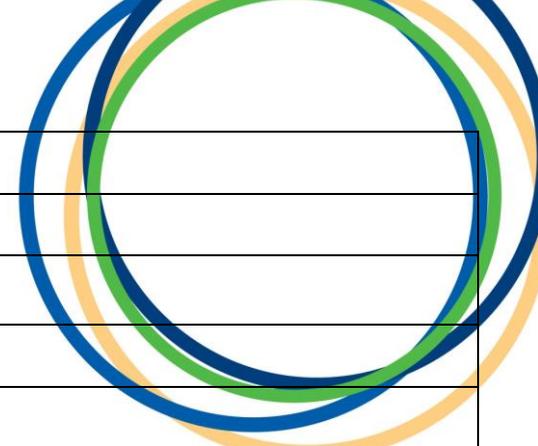
1. Undertake proactive compliance support visits in food and other commercial businesses, as directed by the Environmental Health Team Leader and Senior Environmental Health Officer, with a primary focus on Covid-19 compliance and risk control.
2. Assess existing Covid-Secure arrangements in businesses and provide explanation of the requirements, advise on any changes or improvements needed and signpost to sources of further information.
3. Provide feedback on any identified non-compliance to the Environmental Health team for intelligence and follow up as required.
4. Provide information and advice on relevant financial support that may be available to businesses and individuals, e.g. grants.
5. Be available as a point of contact and engagement for members of the public in Town Centres and other areas of high footfall, to support everyone to adhere to COVID-19 secure regulations and guidance.
6. Provide feedback to the Economic Prosperity team on financial and economic issues that are highlighted by visits and interactions with businesses and individuals.
7. Maintain an up to date knowledge of the evolving requirements for Covid-19 risk management, both legal requirements and best practice, as well as of the economic support that may be available to support businesses and individuals.
8. Maintain up to date case records using database and document management software, keep all relevant parties informed of the outcomes of visits and interactions and responding within corporate timescales.
9. Liaison with other Council services such as Communications, Economic Prosperity and Licensing to achieve compliance and improved outcomes for businesses and residents.

Person specification and interview assessment form



Candidate name			
Contact number			
Role title	Covid Support Officer		
Date of interview		Signed by recruiting manager	Katie Jackson

Selection and Interview Criteria		Scoring	
Criteria	Criteria importance E = Essential P = Preferred	Score 3 = Met with full example 2 = Partly met with example 1 = Partly met no example 0 = Not demonstrated	Score rationale/interview notes
Qualifications			
A good standard of secondary education i.e. literacy, numeracy etc.	E		
Qualification in an area of environmental health practice e.g. occupational health and safety, food safety etc.	P		
Experience and achievements			
Experience of engaging and communicating in a public facing role.	E		
Experience of visiting and inspecting or assessing commercial premises.	P		
Experience of interpreting and explaining legal requirements and best practice and providing advice on compliance with these.	P		
Knowledge of Covid-19 legal requirements and good practice guidelines.	E		
Local government experience.	P		
Role required competencies and behaviours			
Excellent communication skills (verbal, written and presentation).	E		

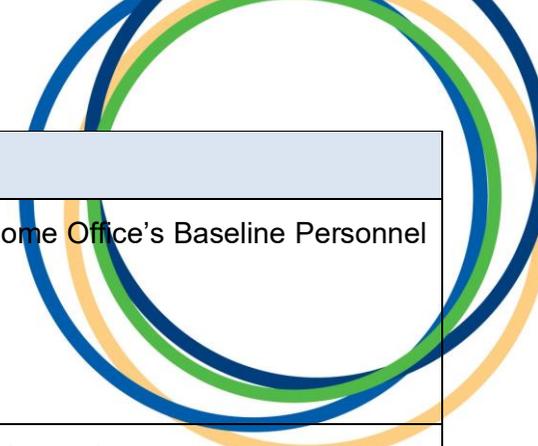


Excellent engagement and negotiation skills.	E		
Ability to produce clear, concise site visits reports.	E		
Effective time management and ability to meet deadlines.	E		
Supportive and advisory approach.	E		
IT literate (Word, Excel, PowerPoint, databases).	E		
Ability to work from home when not undertaking premises or site visits.	E		
Ability to travel to premises around the borough to attend visits. This would normally involve use of your own vehicle and holding a driving licence valid to drive in the UK.	E		
Corporately required personal qualities and behaviours			
Innovative	E		
Supportive	E		
Flexible	E		
Positive	E		
Total Criteria Score			Feedback to be given to candidate:
Essential Criteria Score			
Preferred Criteria Score			
Appointment choice number		1st / 2nd / 3rd	

Summary of employment package

Place of work	<p>The role will be primarily based at Earlswood Depot, Redhill.</p> <p>We may require you to work from another place of work within the Borough or a neighbouring Borough or District, or further afield by prior agreement.</p>
Salary	<p>Graded Professional, the salary will be in the region of £26,583 - £32,388 (pro rata) per annum dependent upon experience. Cost of living awards are reviewed annually on 1 April. Incremental progression and bonuses may be payable in line with the appraisal scheme.</p>
Duration of contract	<p>The contract will be offered on a fixed term basis for four months.</p>
Probationary period	<p>Upon joining the Council, all staff are required to satisfactorily complete a six month probationary period.</p>
Hours of work	<p>Hours of work are nominally 36 per week.</p>
Employment Benefits	
Flexible working hours	<p>Flexible working allows for the alteration of start/leave times and length of lunchtime break, time off in lieu for longer hours worked and a flexible working system.</p> <p>Whilst staff are expected to manage their time and keep working hours within acceptable limits, flexible working arrangements are always subject to sufficient office cover and the particular needs of the service at that time.</p>
Annual leave	<p>The basic leave entitlement is 259.2 hours per annum pro rata (equivalent to 36 standard days), rising to 295.2 hours per annum (equivalent to 41 standard days) pro rata after five years continuous local government service, inclusive of Bank Holidays.</p> <p>Annual leave must be taken on the Council's discretionary day off around Christmas and New Year period.</p>

<p>Pension</p>	<p>You will be auto enrolled into the Local Government Pension Scheme (LGPS) to which the Council contributes 15% of your earnings each year.</p> <p>You are able to transfer funds into the LGPS within the first twelve months of employment. However, you can also choose not to join the scheme and make your own arrangements. If you wish to opt out of the scheme you will not be able to do so until after your first day.</p> <p>Your pension contribution rate will depend on your full time equivalent annual salary. The salary and rates are reviewed annually on 1 April each year. The current rates can be found on the Surrey Pension Fund website: http://www.surreypensionfund.org/surrey-pension-fund/paying-in/membership-and-contributions/#contribution-rates</p>
<p>Training and development</p>	<p>The Council actively encourages continued professional development and talent development.</p> <p>Learning facilities are available in-house, including a dedicated Training Room for both individual and group learning. The Council also has a number of Computer Based Training packages.</p>
<p>Professional subscriptions</p>	<p>If you are required to be a member of a professional organisation(s) for your role, we will pay the subscription fee(s) each year directly by invoice.</p>
<p>Car parking / Travel loan scheme</p>	<p>Unless your role is classed as an essential user, you take part in our car share scheme, or you are physically disabled, car parking is not made available.</p> <p>The Council offers interest free loans to encourage staff to travel by alternative methods to solo car use. Loans are available to purchase bicycles and accessories to the value of £1000, for quarterly/yearly rail season or bus tickets or a season car park pass.</p>
<p>Cycle purchase scheme</p>	<p>The Council offers staff who have passed the probation period and are employed for 18 months or more, the opportunity to lease/purchase bikes and related safety equipment up to £1000, reducing tax and National Insurance deductions. Staff are required to use the bike mainly for journeys between home and work.</p>
<p>Employee discounts</p>	<p>All staff have access to special offers and discounts on national and local high street shops, restaurants, motoring benefits, discount cinema and theatre tickets, holidays, insurance and much more.</p> <p>Full annual discounted membership is available for the 'Better' run leisure centres at Tadworth, Donyngs and Horley.</p>



Other Conditions

Pre-employment checks

Appointments are offered subject to several pre-employment checks to comply with the Home Office's Baseline Personnel Security Standards (BPSS):

- at least two satisfactory references
- eligibility to work within the UK, and proof of your identity
- evidence of relevant qualifications

Paid work with another employer

If you are appointed, your contract with the Council should normally be classed as your main employment.

You will devote your whole-time service to our work and not be involved in any other business or take up any other appointment without getting written permission from your manager or the Chief Executive.

Disclaimer

Please note that this document outlines the likely employment package for this role but does not form part of your terms and conditions of employment if you are subsequently employed by Reigate & Banstead Borough Council. These will be outlined in any contractual documents addressed to you directly.

Great People at Reigate & Banstead

Our great working environment and the values and behaviours of every individual and team in the Council, help to evolve the culture of our organisation to become more commercial, innovative and embracing of change.

Successful applicants to our career opportunities will be able to demonstrate they share the values and behaviours we seek in our organisation.

Our Vision

Working together to make a great place to live, work and enjoy.

Our Values

Making a difference, doing the right thing, being bold and confident.

Our Behaviours

We should demonstrate our values by being positive, supportive, flexible, and innovative.

Positive: I maintain a “can do” attitude and a smile

- ✓ Create an encouraging and optimistic environment and bring others with me
- ✓ Approach others in a pleasant, happy and upbeat manner
- ✓ Maintain enthusiasm in difficult times
- ✓ Demonstrate commitment to my own service and to the Council
- ✓ Demonstrate an "I care" attitude

Supportive: I create an environment where the people I work with feel valued and respected and have confidence to develop

- ✓ Understand the council's priorities and work towards a common goal
- ✓ Work across boundaries to develop relationships, share information and keep others informed
- ✓ Listen to the views of others allowing the best way forward to be found
- ✓ Communicate in a courteous and respectful manner
- ✓ Behave in ways that promote the fair and equal treatment of all

Flexible: Adapting the way I work, I can deal confidently with change and accept new and different ideas and approaches

- ✓ Accept that change is an integral part of working at Reigate & Banstead
- ✓ Demonstrate an open mind to new ideas and proposals
- ✓ Display a willingness to do things differently
- ✓ View change in working practices as an opportunity for improving and developing
- ✓ Adopt a flexible approach to meet the team's requirements

Innovative: I work to develop new ideas and workable solutions to drive the Council forward

- ✓ Question currently accepted ways of doing things
- ✓ Implement good ideas, learn from others, both internally and externally
- ✓ Identify novel ways of resolving issues using own initiative
- ✓ Suggest and trying out new approaches
- ✓ Challenge the status quo in a constructive way

Great People

