



# JOB PROFILE

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<b>Post Title:</b>	Environmental Support Officer
<b>Directorate:</b>	Environment, Natural Resources and Planning
<b>Responsible to:</b>	Chief Environmental Officer
<b>Responsible for:</b>	N/A
<b>Grade:</b>	C

## Job Purpose

To improve the lives of all within our community and help the island thrive by contributing to the protection of our environment through supporting the Chief Environmental Officer; in the implementation and administration of the Environmental Protection Ordinance (EPO), 2016 through: Establishing, administering and maintaining all licensing and permitting systems required under the EPO; Co-ordinating and contributing to the production and delivery of publicity and awareness raising activities; Co-ordinating the collection and collation of data and information for compliance and performance reporting; Filing and record keeping.

## Main Duties and Responsibilities

1. Under the direction of the Chief Environmental Officer (CEO), develop and implement processes and procedures for the administering of the licensing and permitting systems as required under the EPO through:

- Inputting into the development of an EPO licensing and permitting system;
- Serving as the focal point of contact for persons applying for licences and permits;
- Drafting licences and permits as directed by the CEO;
- Supporting the Environmental Assessment and Monitoring Officer in monitoring compliance with licence conditions;
- Tracking licence and permit expiry dates and issuing reminders to licence and permit holders as per the established process.
- Producing annual summaries of licences and permits issued.

2. Assist in the development of an EPO communications strategy for public education and awareness and co-ordinate and contribute to the delivery of activities including the drafting of press releases, production of leaflets and other printed materials and the preparation and delivery of verbal presentations.

3. Co-ordinate and contribute to the collection, collation and dissemination of data (including spatial data) and information from all available sources to inform evidence based decision



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making, general public awareness and mandatory reporting for both local and international compliance requirements.

4. Co-ordinate inputs and or conduct background research for the preparation of policies, research studies, environmental projects and reports including the report on the State of St Helena's Environment which will be produced periodically in accordance with the requirements of the EPO.

5. Set up and maintain both electronic and paper based (as appropriate) filing systems and registers for all EPO related matters as required in accordance with the statutory provisions of the EPO and the internal processes within the Environmental Protection Section. Ensure all files and registers are kept up to date, secure and available for public inspection as required.

6. Provide administrative support to the Chief Environmental Officer during the preparation of, public consultation on and implementation of new policies, guidelines and regulations, including:

- Arranging meetings, workshops and other consultation events;
- Taking minutes and or notes during meetings, workshops and other consultation events;
- Collating responses from public consultations and drafting responses or feedback;

7. Assist the Chief Environmental Officer in the compilation of the Section's annual budget and operational plan.

8. Assist the Chief Environmental Officer in the development and implementation of a work flow tracker for the Section to monitor and improve on service delivery.

## Special Conditions

Could potentially have to deal with frustrated and aggressive individuals.

Some work outside of normal working hours may be required.

This job profile is not an exhaustive list of duties and responsibilities. There may be other ad hoc duties that fall within the remit of the role that the job holder may need to complete. In addition, the job holder will be required to carry out any other reasonable duties as requested which are commensurate with the grading and level of responsibility for the role.



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## Core Competency Framework

Competency	Level
<b>Professional Development:</b> N/A	i
<b>Planning &amp; Delivery of Work:</b> Plans and organises work to meet individual, team and directorate/ departmental objectives whilst achieving quality and value for money. Ensures delivery against agreed plans, strategies, systems, processes and guidelines. Identifies information needs and ensures they are delivered in a timely and effective manner.	iii
<b>Analysis and use of Information:</b> Identifies and uses various sources of evidence to support outputs and is able to identify when information received is relevant to and should be used in completing an activity. Gathers and summarises data and information with accuracy and attention to detail.	iii
<b>Decision Making:</b> Shares appropriate and timely information with others. Applies sound logic to simple decision making and problem solving. Gathers information from appropriate sources to make routine decisions. Solves problems that have implications for others in own team.	ii
<b>Working with Others:</b> Builds good relationships with a range of people and engages effectively with them in order to understand their requirements and gather information. Informs and consults with stakeholders using a range of communication mechanisms. Raises difficult issues with others in order to resolve them.	iii
<b>Communication:</b> Communicates clearly and effectively using appropriate methods and ensuring communications are well structured and have clear meanings. Ensures important messages are understood. Engages well with others to understand their needs and aspirations.	iii
<b>Influencing and Persuading:</b> Is receptive to constructive feedback. Expresses a difference of opinion in an appropriately controlled and constructive manner. Supports team members working on the same or related work activities. Seeks clarification to ensure requests are understood.	ii
<b>Dealing with Change:</b> Willing to learn new things and do things differently. Supports and assists others in understanding and accommodating change, focusing on the benefits the change will bring.	ii
<b>Continuous Improvement:</b>	ii



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Able to identify efficiency improvements through assessing processes and procedures. Manages own development and performance Learns lessons from both successes and failures	
<b>Managing Resources:</b> N/A	i



## PERSON SPECIFICATION

Criteria	Essential / Desirable	Application Form	Selection Process
<b>Qualifications:</b>			
GCSE's at Grade C or above in Mathematics and English	E	✓	
NVQ Level 3 in Customer Service and or Business Administration or equivalent	E	✓	
A'Level or equivalent in Environmental Science or equivalent	D	✓	
<b>Knowledge &amp; Experience:</b>			
General knowledge of St Helena's environmental issues and the Environmental Protection Ordinance	E		✓
At least 2 years' experience in an administrative role preferably in a technical sector	E	✓	
Prior experience in front-line customer service or has worked in a customer focussed environment	E	✓	
Prior experience in establishing systems and processes	E	✓	✓
Prior experience of undertaking research from a variety of sources	E	✓	✓
Prior experience of working within a statutory framework	E	✓	✓
Prior experience in developing and delivering promotional and educational activities and materials across different mediums and for different audiences	E	✓	✓
<b>Skills and Abilities:</b>			
Excellent IT skills in the use of word, excel, access, outlook and power-point	E	✓	
Ability to use specialist software and programmes for data entry and analysis	D	✓	
Excellent communicator with people at all levels and abilities and able to relay technical and complex information in a non-technical form	E		✓
Ability to analyse information	E		✓
<b>Other:</b>			
Able to remain calm under pressure			
Willingness to work flexibly - Some work outside normal working hours may be required when conducting or supporting public awareness and or consultation activities.			✓



## PERSON SPECIFICATION

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Committed to safeguarding and promoting the welfare of children, young people and vulnerable adults.			✓
Contribute to a positive working environment ensuring commitment to equality and diversity.			✓

### Our Values

#### FAIRNESS

We act as role models and have fair and consistent standards. We champion equality, inclusion and respect.

#### INTEGRITY

We communicate openly and we are honest, accountable and ethical.

#### TEAMWORK

We work together and we support each other.

### Professional or Career Progression Cadre Competency Framework

*Add in here a Professional or Career Progression Cadre competency framework or reference an Appendix A and append details.*