| Role Structure | Role Details |
| --- | --- |
| Directorate: | Economy & Environment |
| Grade: | HC05 |
| Location: | Plough Lane, Hereford |
| Responsible to: | Directorate Services Team Leader |

# Job Description

**Job Role**: Flood Risk Management & Drainage Assistant

**Service:** Highways & Traffic

## **Main purpose of the role**

## The purpose of this post is to provide technical support to the team in in managing flood risks across Herefordshire. Whilst the role will be supporting all areas of the team, the main focuses will be on providing responses to enquiries, particularly from those affected by flooding, and on data management, essential to the effective delivery of this technical service.

## The post holder will:

## Support the development and delivery of initiatives to improve the county’s resilience to flooding.

## Help improve and update the council’s GIS-based records by interrogating existing information, liaising with partners to secure up to date data, and undertaking site visits and surveys to collect new data.

## Help in providing responses to requests for flood risk information and data and requesting new information as required by the team to manage flood risk.

## Help administer, and where possible, resolve enquiries from members of the public.

## Provide information to the team to assist in the preparation of required strategies, plans and maps.

## Support the delivery of a wide range of projects within the team as well as their promotion.

## Design exhibition materials and programmes, organise events and seminars

## Provide administrative support to the team.

## 

| **Key Duties and Responsibilities** | **Frequency of Task** |
| --- | --- |
| * Assist with the wider delivery of Herefordshire Council’s responsibilities as a Lead Local Flood Authority (LLFA). | * When required |
| * Help to maintain and develop the flooding pages on the intranet and internet sites | * When required |
| * Support numerous, inter-directorate projects and initiatives relating to flood resilience, including convening & supporting inter-directorate working groups. | * Daily |
| * Ensure that information and data provided or used is accurate, valid, reliable, timely, relevant and complete for the purpose intended and that analyses are robust and clearly presented. | * Daily |
| * Regularly communicate with other organisations and service providers to share information, provide technical advice, build working relationships and to ensure joined up service provision. | * When required |
| * Build and maintain good relations with partners, stakeholders and landowners. | * Daily |
| * Respond to customer queries in accordance with service standards, providing an empathetic and supportive experience to those that have suffered flooding. | * Daily |
| * Undertake technical and analytical support activities to assist colleagues. | * Daily |
| * Support wider aspects of the team's work including flood investigations and community engagement. | * When required |
| * Support delivery of objectives within the Local Flood Risk Management Strategy. | * When required |
| * Co-ordinate, deliver and participate in events to help with the promotion and awareness raising of core messages and schemes. | * When required |
| * Work with the communications team and project partners to share knowledge and learning of local and national issues and stories. | * When required |
| * Provide clerical and administrative support to the team, including attending meetings, taking notes and actions as required and raising orders. | * Daily |

**Person Specification**

| **Requirements** | **Essential or Desirable** | **Identified by**  **A – Application I – Interview** |
| --- | --- | --- |
| **Qualifications and Training** | | |
| * GCSE Maths, English and Science | Essential | A, I |
| * A levels or equivalent | Desirable | A, I |
| **Experience & Knowledge** | | |
| * Demonstrate effective experience of Office 365 (incl. Teams, Excel, Word & Powerpoint) | Essential | A, I |
| * Experience of Geographical Information Systems. | Desirable | A, I |
| * Knowledge of environmental issues in relation to flooding, drainage and the environment. | Essential | A, I |
| * Strong analytical skills with the ability to analyse, translate, present, and disseminate complex information. | Essential | A, I |
| * Ability to communicate effectively and confidently in different forms (including report writing and presentations) with various customers and professionals. | Essential | A, I |
| * Ability to organise a variety of different workstreams, through prioritising and taking a methodical approach to tasks. | Essential | A, I |
| * Experience of using computer packages to be able to support the role. | Essential | A, I |
| * Knowledge of water environments and the principal impacts influencing water quality, water level management and river processes. | Desirable | A, I |
| * Ability to understand and read maps, diagrams and engineering drawings. | Desirable | A, I |
| **Skills and Abilities** | | |
| * Good customer service skills. | Essential | A, I |
| * The ability to work on own initiative as well as part of a team. | Essential | A, I |
| * Good time management skills, with the ability to prioritise workload and meet deadlines | Essential | A, I |
| * Ability to engage a variety of different people & groups | Essential | A, I |
| * The ability to understand and interpret reports. | Essential | A, I |
| * Research, collect & interpret technical data & information accurately | Essential | A, I |
| * Be imaginative and innovative. | Essential | A, I |
| **Other Factors** | | |
| * The ability to travel to meetings and transport materials around the locality on occasions. | Essential | A, I |
| * The ability and willingness to attend meetings outside normal office hours. | Essential | A, I |

All council staff have a duty to promote the welfare of children, young people, and adults with care and support needs at risk of abuse and neglect who cannot take steps to protect themselves. Ensuring you attend mandated safeguarding children and safeguarding adults training to enable you to recognise the concerning behavior, know how to talk about it, and consent/duty to share information effectively. You will also learn about the legalities and procedures the social care staff can take.

## Our Values and Behaviours

The council’s THRIVE core values are our guiding principles and beliefs that shape our culture and behaviour within the council. ​They help us to achieve our Council Plan vision “do our best for Herefordshire” acting as our DNA and the “way that we do things around here”. We expect all colleagues to act as a role model by living our values and setting an example for others. ​Our values strive to promote a thriving workforce by fostering a culture of trust, being honest and responsible, inclusive, valuing people and resources and leading with empathy.

**Trust -** Developing and maintaining relationships based on a culture of transparency and open communication. Supported by integrity and the confidence that you are reliable and fulfil commitments.

**Honesty -** Demonstrating truthfulness, integrity, and transparency in all communications, decisions, and relationships. Being trustworthy, reliable, and accountable for your actions. Acting with sincerity and fairness, even in challenging situations.

**Responsibility -** Taking ownership of individual and collective actions, decisions, and delivering on commitments. Being reliable, fulfilling obligations and being accountable for outcomes and results. Proactively contributing to the achievement of your own, the team and council goals.

**Inclusivity -** Embracing diversity, equity and inclusion by recognising and valuing the unique perspectives, backgrounds and experiences of our staff, customers and residents. Creating an environment where every individual is valued, respected and can belong.

**Value -** Upholding high standards, ethics and integrity to guide our actions and decisions. Demonstrating commitment to creating and delivering value in our work by recognising and appreciating each other, our resources, processes, customers, community and environment.

**Empathy -** Demonstrating a genuine and caring understanding of others' feelings, perspectives, and experiences. Listening attentively, acting with compassion, supporting with respect and kindness and considering the impact of our actions on others.

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