



# HILLINGDON

LONDON

## Job Profile

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<b>JOB TITLE:</b>	Senior Triage & Applications Officer
<b>GRADE:</b>	SO1
<b>POST NO:</b>	TBC
<b>JOB TIER:</b>	5 non management
<b>DBS CHECK:</b>	Standard
<b>GROUP:</b>	Resident Services
<b>SERVICE:</b>	Public Protection and Enforcement

### REPORTING STRUCTURE

<b>Reports to:</b>	Business Improvement Manager
<b>Direct Reports:</b>	None
<b>Indirect Reports:</b>	None

### ROLE PURPOSE:

Supervise the delivery of complex technical support across Public Protection, Enforcement and Community Safety teams, to ensure the service effectively allocates cases and meets performance standards and targets.

Undertake a range of desk top based investigations and enforcement duties in respect of antisocial behaviour, nuisance and environmental protection, providing a high-quality support to investigating officers, a customer focused service to residents and elected members.

Actively support the day-to-day delivery of antisocial behaviour, Street Scene and Environment services to local communities and businesses, with a focus on promotion of service and corporate objectives, business support and compliance, achieving

balanced outcomes for communities and delivering services linked to strategic priorities.

Core duties maintaining and effective triage system, which will comprise advising customers on national and local ASB and environment requirements, ensuring all cases are responded and allocated in accordance with service policy, procedures and standards, as well as processing legal enforcement notices pursuant to the Antisocial Behaviour, Crime and Policing Act 2014. This will include developing detailed knowledge across the specialist areas of the service

## Job Description

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### 1. People Management

- Supervisory responsibility for 2 triage support officers and requirement to assist in induction and training of peers and new employees.

### 2. Customer Care

- Demonstrate understanding of the Council's *Customer Care Standards* and ensure that these standards are met in order to deliver the Council's vision of 'putting our residents first'.
- Respond to customer queries and escalate issues and messages to the technical managers and professional workers
- Commitment to the highest level of service delivery
- Learn from best practice and lead by example in the development of a customer focused team empowered to continually improve levels of service delivery through innovative and creative approaches to service improvement.

### 2. Operational Service Delivery

- Analyse, interpret and efficiently deal with service specific enquiries made through all channels. Provide clear, timely and joined-up advice and guidance to local communities, businesses, colleagues and partners across all core areas designated to the post, to ensure that regulatory requirements, including local policy and procedure, are satisfied
- Evaluate, process and in appropriate cases determine action required in respect of enforcement
- Ensure timely and effective monitoring, assessment, and progression of day-to-day service specific issues and complaints which may, in appropriate cases, require compliance advice, evidence gathering and referral

- Comply with Data Protection/ GDPR principles and follow service, corporate and legal guidelines regarding the confidentiality of sensitive or personal data and information. Collate and provide timely and relevant data in respect of any Freedom of Information, press or other enquiries.
- Collate, compile, and maintain accurate up to date records and registers utilising appropriate computer and other filing systems, to ensure efficiencies and continuity for colleagues.
- Assist with the development and maintenance of the Councils' case management software, web pages, registers, guidance, and self-service functionality
- Support service needs in relation to urgent committee referrals, which may from time-to-time require drafting of urgent committee reports for time-sensitive individual case matters.
- Develop higher level knowledge and competence in one or more areas of the Council's service specific functions for receiving more technical or complex enquiries, including referrals from colleagues.
- Undertake project support tasks (including web and ICT), committee and hearing support, working groups and meetings, customer support tasks and development of policy and procedures as required.
- Participate in planning for emergencies in terms of response to or maintaining business continuity during an emergency. Participate in training, exercises, response, recovery or other activities to support the councils' statutory duties in relation to emergencies under the Civil Contingencies Act (2004). It is expected that when required support will be immediately given to the emergency planning or response activity.
  - Maintain an understanding of the operational workflow processes, identify any potential issues and contribute to improving any workflow processes
  - Responsible for delivering routine, and emergency tasks to ensure consistency in maintaining service delivery
  - Support internal budget commitment authorisation processes to ensure effective delivery of supplier services
  - Provide and analyse management information to enhance service delivery, including producing management reports that identify outstanding actions requiring operational staff intervention Monitor workloads for trends and identify issues affecting performance of the service.
  - Deliver technical support to service officers and operational managers to assist with delivering enhanced services to residents, including any service-specific requirements

- Support the full range of investigation and enforcement measures as required, including drafting of notice, providing witness statements and presenting evidence in court.
- Keep accurate case records in the approved format
- Ensure concise, accurate, effective and appropriate communication with residents, elected members, council staff and partner agencies, providing regular and frequent updates on progress and outcomes in all areas in keeping with this role.
- Support management with data analysis of service requests to create targeted intelligence to map volumes and types of ASB and environmental incidents across the Borough.
- Support management by updating and improving information and performance data shared in the public domain.
- Ensure familiarity with and competence in all corporate procedures.

#### **4. Service Planning & Development**

- Maintain knowledge of the current Team Plan and understanding of own contribution in order to ensure delivery of this plan.

#### **5. Financial & Resource Management**

- Demonstrate cost-consciousness and identify any cost-effective changes to own way of working.
- Ensure all purchasing and procurement is conducted in line with the corporate guidelines with appropriate use of the council's financial systems
- Ensure compliance with Financial Regulations with respect to budget commitments and payments (including any petty cash, voucher, or pre-paid card system)

#### **6. Continuous Improvement**

- Identify and suggest any improvements to current ways of working in order to deliver a more efficient and effective service for customers.
- Support the delivery of continuous monitoring of team and individual performance and own productivity against set standards and targets
- Responsible for own personal development, and to take part in training as and when identified or requested

## **7. Contacts**

**Internal:** All council departments relevant to the business of the service; senior managers, elected members as appropriate.

**External:** Partner organisations, such as Environment Agency, police, fire, health, social landlords, voluntary sector groups, contractors

## **8. Additional Responsibilities**

- Complete other reasonable tasks in order to fulfil role purpose or as required by management.

## **9. KEY PERFORMANCE INDICATORS**

- Delivery of agreed targets within PADA
- Delivery against any agreed service levels
- Delivery against performance, productivity and quality targets.

# Person Specification

## Senior Triage & Applications Officer

This person specification will be used for recruitment to this post. It will form the basis of the application form, and candidates will be also assessed against aspects of this person specification at interview.

<b>1. QUALIFICATIONS</b>	<b>ESSENTIAL</b>	<b>DESIRABLE</b>
	✓	✓
Degree standard of education or equivalent experience	✓	
<b>2. STATUTORY or ROLE SPECIFIC REQUIREMENTS</b>	<b>ESSENTIAL</b>	<b>DESIRABLE</b>
	✓	✓
Prepared to work flexibly to meet the needs of the service	✓	
Maintain confidentiality at all times.	✓	
<b>3. EXPERIENCE</b>	<b>ESSENTIAL</b>	<b>DESIRABLE</b>
	✓	✓
Experience of prioritising high volumes of work effectively and accurately, and to deal with routine matters on own initiative within deadlines	✓	
Experience of developing and maintaining good working relationships with clients, senior colleagues and Members of the Council.	✓	
Experience of dealing sensitively with members of the public in a variety of situations	✓	
Experience in managing high volumes of work effectively and accurately, and to deal with routine matters on own initiative within deadlines.	✓	
<b>4. KNOWLEDGE &amp; SKILLS</b>	<b>ESSENTIAL</b>	<b>DESIRABLE</b>
	✓	✓
Excellent ICT skills with the ability to effectively use service specific software and the Council's finance systems	✓	
Good understanding of appropriate legislation, ie Antisocial behaviour, crime and policing act 2014, Environmental Protection Act 1990	✓	
Ability to learn complex and specialised administrative tasks in a short space of time to meet changing service requirements including changes to legislation that would impact on the service	✓	
<b>5. COMPETENCIES</b>	<b>ESSENTIAL</b>	<b>DESIRABLE</b>
<b>"Can do" positive attitude</b> Demonstrates a commitment to changing work practices and processes, and a willingness to try new ways of working or thinking.	✓	
<b>Takes responsibility and delivers results</b> Adapts to changing demands to ensure that objectives are met, overcoming problems and making well considered decisions.	✓	
<b>Team working</b> Acts as a role model to others in the team, sharing knowledge and experience when necessary, whilst respecting and valuing the contribution other team members' experiences can bring.	✓	
<b>Communication</b> Demonstrates well developed written and verbal communication skills; and the confidence to present reports and verbal accounts credibly to a variety of different audiences.	✓	
<b>Customer Care</b>	✓	

Develops contacts and relationships with customer/ client groups, regularly reviewing service delivery and taking responsibility to ensure quality service provision.		
<b>Takes ownership of personal development</b> Takes action to develop own and others' capability and knowledge by promoting and supporting developmental opportunities to improve performance.	✓	