

Job Description

Position Title	Permitting Officer
Section	Devon & Severn Inshore Fisheries & Conservation Authority
Position Number(s)	1
Salary Grade	SCPT 4-6 (*18,426 - £19,171) *based on 2019 pay scales 2020 pay award pending
Hours	22.5
Responsible to	Finance & Administration Manager

Job Purpose including main duties and responsibilities:

The main purpose of the job is:

- To assist with the management of the marine environment and inshore fisheries within the Devon and Severn Inshore Fisheries and Conservation Authority (the Authority) and the effective and efficient working to meet the overall success criteria for IFCAs and the delivery of the Authority's Annual Plan.
- To perform a multifunctional role with general and specialised duties as detailed within the job description.
- To at all times positively represent the Authority and the values of the organisation.

Functional Relationships to:

To develop and maintain working relationships with partner organisations, relevant fisheries groups and effectively communicate with such organisations and the general public.

Main duties and responsibilities:

- 1 Maintaining the Permit Registers and ensuring that it is accurately updated. This task involves:
 - a) Liaison with the MMO Offices, RSS Cardiff and other agencies.
 - b) Maintaining and updating all the Authority's permit registers on the office database.
 - c) Extracting data from the Authority's databases to provide a weekly permit update report for use by the Authority's Officers and other relevant authorities covered by the Data Protection Act and the General Data Protection Regulation.
 - d) Dealing with permit queries from stakeholders.
 - e) Preparation and despatch of Permits.

- f) Monitoring Permit expiry dates and issuing reminders.
- 2. To provide comprehensive administrative support to the Chief Officer including;
 - a) Maintaining and updating the Authority's main contact databases,
 - b) Monitoring mail and voice messages sent to the Authority to ensure they are forwarded to the relevant officers
- 3. To assist the Chief Officer with preparation of Authority reports.
- 4. To deal with enquiries received on all areas of work undertaken by the Authority, referring complex queries to the Chief Officer or one of the other officers.
- 5. Covering the office work when the Finance and Administration Manager is unavailable.
- 6. To work with the Principal Policy Officer on delivery of the communication strategy.
- 7. To assist with ensuring a consistent delivery of a high-quality service to the Authority, interested parties and general public.
- 8. To understand and adhere to the management policies which contribute to the achievement of the Authority's objectives and statutory duties.
- 9. To undertake liaison when necessary, with other departments and outside bodies, contributing to the overall management objectives and success of the service.
- 10. The post holder is responsible for their own self development on a continuous basis.
- 11. The post holder must carry out their responsibilities with due regard to the Authority's Policies and Procedures.
- 12. To undertake training as required.
- 13. To work within the code of requirements of the Health and Safety at Work Act.
- 14. To maintain confidentiality of information acquired in the course of undertaking duties for the Authority.
- 15. The post holder will also undertake other duties appropriate to the grade of the post as required.

Person specification

Attribute	Essential	Desirable	Method of Assessment
Relevant Technical Skills and Experience	<ul style="list-style-type: none"> • Previous administration experience • Experience of dealing with clients/customers face-to-face and on the telephone 	<ul style="list-style-type: none"> • General knowledge in the use and management of large databases 	Application Interview
Education and Training	<ul style="list-style-type: none"> • GCSE or equivalent Maths and English at grade C and above 	<ul style="list-style-type: none"> • Recognised administration qualification 	Application Relevant certificate Ability test
Practical Skills	<ul style="list-style-type: none"> • Good organisational skills • Good time management • Ability prioritise own work • Ability to multi-task • Good numerical skills 	<ul style="list-style-type: none"> • Ability to develop robust office procedures and systems 	Interview
Communication Skills	<ul style="list-style-type: none"> • Good verbal communication skills • Clear written communication skills 		Application Interview
Personal Qualities	<ul style="list-style-type: none"> • Good interpersonal skills • Polite and friendly • Approachable • Conscientious • Open attitude to work • Good attention to detail 		Interview
Technology / IT Skills	<ul style="list-style-type: none"> • Competent using MS Office 	<ul style="list-style-type: none"> • Confident using spreadsheets and manipulating statistics 	Interview Skill test
Physical	Able to carry out the duties of the post with reasonable adjustments where necessary		Self-assessment and refer to OH if necessary
Other relevant factors	<ul style="list-style-type: none"> • Able to deal with people at all levels in the organisation • Ability to work as part of a small team • Ability to self manage own work 		Interview

Job Evaluation Criteria

1. **Supervision and Management:**

Assesses the scope of managerial duties and the nature of the work which is supervised

The post holder will not be required to supervise any employees on a direct basis.

Nature of the work is directed by the Finance & Administration Manager however; the post holder is required ensure the efficient operation of the Authority's Permitting scheme as well as the office and to use their own initiative to prioritise day-to-day activities and identify work to do during quiet periods.

Supporting the delivery of the Authority's communication strategy will be directed by the Principal Policy Officer. This will generally involve monitoring and uploading material to social media platforms.

2. **Creativity and Innovation:**

Measures the extent to which the work requires innovative and imaginative responses to issues (guidelines and processes limit creativity)

This post has some scope for creativity and innovation as work is mainly of a routine nature and in line with company policy and procedures.

Where there is some scope for creativity in terms of the development and improvement of the Authority's Permitting scheme and office procedures and systems. It is the responsibility of the post holder to ensure the smooth running of the Authority's Permitting scheme and office and where they believe there can be improvements made, they have the opportunity to raise any matter with their line manager.

3. **Links with other officers, Service users or Members of the Public:**

Looks at the type and level of people the job needs to deal with and the purpose of the contact

The post holder will be expected to have daily contact with a wide range of mixed group, both within and outside of the organisation.

The post holder will be involved on a daily basis with members of the public and other key stakeholders, the fishing industry and other officers in external agencies and the funding councils.

The post holder will initiate daily contact with people in administration and finance teams in other organisations.

4. **Levels of Responsibility:**

Discretion: identifies freedom to act and controls in place

The post holder is expected to work in a way which is self-managed on a daily basis and to make operational decisions in relation to the work they are doing. If there are any significant decisions in relation to the delivery of their work these would be made through discussion with their line manager.

The post holder has some discretion in relation to how they would use resources or budgets. If they have a requirement for additional resources in order to complete their work this would be authorised via their line manager.

There are structures and controls in place within the Authority that direct how the post holder would be expected to work and the points at which they would be expected to seek further clarification before making a decision.

The post holder would be expected to ensure their own health and safety needs are met and that they act within the health and safety guidelines set out by the Authority.

5. Effects of Decisions:

Consequences: Measures the outcome of decisions by effect, range and timescales

Decisions taken solely by the post holder are small scale operational decisions that will not have a material effect on the Authority. The effect of decisions taken will be more about minor adaptations of their work than a directional change.

The post holder is not expected to make financial, resource or other decisions that have a major impact on the Authority.

Where there are more significant decisions to be taken it is expected that the post holder discusses this with their line manager.

Outcomes of decisions would be quickly known by the post holder or their manager and could be corrected with relative ease.

6. Resources:

Assesses the direct responsibility for physical and financial resources

The post holder is responsible for maintaining and ensuring the accuracy and safe keeping of the Authority's Permitting scheme data systems in relation to their work this will contain large amounts of personal data. Data systems the post holder would regularly manipulate include local and national databases of information. All work will be directed by the Authority's Data Protection Policies

The post holder is expected to have some responsibility for financial resources, petty cash and ordering of office supplies.

The post holder is responsible for their workstation and will be a key holder for the building.

7. Work Demands:

Considers the relationship between work targets and deadlines and the management of priorities (work not normally interrupted – constant change)

The post requires the post holder to demonstrate effective time management and excellent planning skills in order for work to be delivered within the agreed deadlines. They will be operating with short-medium term objectives and deadlines.

In general, it is expected that the post holder's time would be 70% directed and planned with 30% being reactive. The majority of their role would be uninterrupted, but they would be expected to be the first point of contact for telephone calls or individuals visiting the office.

8. Physical Demands:

Assesses the physical effort involved, including working in awkward positions and the high IT/computer use

The post holder will be expected to be based in an office environment 100% of their time.

There are occasions where the post holder will be expected to work intensively on the computer in order to maintain the Authority's Permitting scheme.

9. Working Conditions:

Examines unpleasant working conditions involved in the job, including heat, light, dirt, noise and unpleasant surroundings

The post holder will be expected to be based in an office environment 100% of their time and there is not an expectation that the post holder would be required to travel except in exceptional circumstances.

The office environment is well lit and ventilated with modern fixtures and fittings.

The post holder will be expected to identify Health and Safety risks and issues in the office and to ensure their personal safety within the guidelines of the Authority.

10. Work Context:

Examines the potential risk to employees carrying out their duties (minimal – substantial)

There is minimal risk to the post holder when carrying out their duties as their work is mainly office based.

There will be interaction with visitors to the office which may present a possible risk. The post holder will be expected to adhere to the Authority's policies during these visits.

11. Knowledge and Skills:

Assesses the depth and breadth of knowledge and skills, which are necessary to perform the full responsibilities of the role (basic knowledge – highly complex)

The post holder will be expected to have general administration knowledge and skills. They will be educated to GCSE level with a minimum of a C in Maths and English. They have additional qualifications in business administration or RSA typing or will be keen to develop their skill level through personal development.

The post holder will be expected to be competent in MS Office knowledge, including word, excel and powerpoint and will be expected to support others in the organisation when using these packages.

The post holder will be the first point of contact for queries and therefore will be expected to communicate well with individuals of all levels including members and senior individuals in the funding authorities.

The post holder will be expected to deliver their role in line with the policies and procedures of the Authority and will be expected to adapt their role in order to meet the statutory requirements of the Authority.

The post holder will be expected to deliver their role through operating in a way that is in line with the key competencies and associated target level for the role.

Job Description agreed by:

Mat Mander – Acting Chief Officer

Date: 2nd July 2020