

JOB DESCRIPTION & PERSON SPECIFICATION

Group:	PROSPERITY, DEVELOPMENT FRONTLINE SERVICES
Division:	Frontline Services
Section:	Strategic Projects
Sub Section:	Flood Risk Management
Post Title:	Flood Support and Awareness Officer
Vision Post Number:	NEW
Grade:	GR8
Responsible to:	Flood Water and Tips Manager (16417)
Posts Reporting to this Post:	None
Team:	Flood Risk Management
DBS Required Level:	N/A
Location:	Sardis House
Date of Description:	May 2022

KEY OBJECTIVES

To provide effective, efficient, responsive and high quality services in respect of the Strategic Projects Section of the Frontline Services Group.

SPECIFIC RESPONSIBILITY

To make a positive contribution to the achievement of the objectives and performance targets as set out in the Business Plan for the Strategic Projects Section.

To assist in the management of the resources, financial, human and physical of the Flood and Tips Risk Management Section

To assist in the management and implementation of all requirements of the Land Drainage Act 1991, Flood and Water Management Act 2010 and Flood Risk Regulations 2009.

To Research innovations, solutions and best practice in relation to flood management.

To assist in the implementation of the Flood Risk Management Plan for the RCT region which will apply to all relevant agencies such as RCTCBC, Natural Resources Wales, Welsh Water etc. in line with the Statutory requirements of Welsh Government.

To ensure that all activities comply with the relevant Welsh Government requirements, Council policy and Group priorities.

Enhance and maintain RCTs website on all Flood Risk Management matters, incl project updates, flood risk awareness, guidance and advice

To assist with the development of guidance on property resilience measures and insurance for residential and business.

To assist with the dDevelopment of a communications strategy to include Risk data, interventions (projects), riparian responsibilities, regulation requirements, Insurance and property and/or community resilience.

To assist with the Development of community and//or individual flood plans. Liaison with community groups.

To Assist with wider consultations, for example, Local Flood Risk Strategy.

Liaise with colleagues in Housing Grants, public health and Emergency planning to assist with the development of a support plan for communities affected by flooding.

To ensure compliance with all relevant legislation, regulations and other statutory obligations

To respond to complaints, queries and requests for service in accordance with Council Policy and direction.



To carry out health and safety responsibilities in accordance with the Division's Health & Safety Responsibilities document.

To undertake such other duties and responsibilities commensurate with the grade, as may be reasonably required by the Service Director, or as a mutually agreed development opportunity.

THE CONTENTS OF THE DOCUMENT WILL BE SUBJECT TO REVIEW FROM TIME TO TIME IN CONSULTATION WITH THE POST HOLDER. JOB DESCRIPTIONS MAY BE AMENDED TO REFLECT AND RECORD SUCH CHANGES.

Protecting Children and Vulnerable Adults is a core responsibility of all staff. All safeguarding concerns should be reported to the Cwm Taf Multi-Agency Safeguarding Hub (MASH).

PERSON SPECIFICATION

This Person Specification sets out the knowledge and/or qualifications, past experience and personal competencies that would be ideal for this particular post.

The **Knowledge/Qualifications and Experience** sections describe what is required in terms of the technical ability that is needed to do this job successfully.

The **Competencies** section describes the kinds of non-technical skills, abilities and personal characteristics that the ideal person for this particular role would have. The competencies describe how that person would ideally work with other people and how they would approach their responsibilities.

The **Special Conditions and Professional Requirements** section describes any other qualities appropriate to the particular circumstances associated with this role.

ATTRIBUTE	ESSENTIAL	DESIRABLE
KNOWLEDGE/ EDUCATION	<p>Welsh Language Level 1 - All employees will be required to undertake a basic Welsh Language Induction to reach this level. Please refer to The Welsh Language Skills Guidance online www.rctcbc.gov.uk/WelshSkills</p> <p>Good Knowledge of ICT</p> <p>Knowledge of Community engagement techniques</p> <p>Knowledge of information management.</p>	<p>Welsh Language Level 2 to Level 5. For details on the levels please refer to The Welsh Language Skills Guidelines, which can be found in the Welsh Services section of the RCT Council Website.</p> <p>Qualified to Degree level in Environmental Engineering/science or a similar discipline</p> <p>Knowledge of the environment, Knowledge of Multi- Media Marketing</p>
EXPERIENCE	<p>Working effectively with professional Partners.</p> <p>Working effectively with the Community.</p>	<p>Multi- Media Marketing</p> <p>Development of plans and guidance.</p>
COMPETENCIES	Tech. Specialist and Prof. Competency Framework	
Working in Partnerships and Teams	<p>Builds lasting, positive & supportive relationships with a wide variety of people</p> <p>Draws upon the best ideas of the team to provide the best services</p>	

Communicating Effectively	<p>Communicates clearly and concisely</p> <p>Cascades and shares information appropriately – on time and to the right people</p>
Professional Expertise and Development	<p>Demonstrates excellent practice and an extensive knowledge base in their own professional areas</p> <p>Proactively keeps up-to-date with changes to legislation, policy, procedure and best practice within RCTCBC and in other organisations</p>
Managing Resources	<p>Plans well in advance to meet deadlines</p> <p>Seeks out alternative solutions to achieve outcomes within available budgets</p>
Achieving Results	<p>Takes pride in delivering high quality work for the benefit of Service Users. Meets or exceeds targets</p>
Focusing on Service Users	<p>Uses professional knowledge and expertise to raise standards of service for customers</p>
Creating and responding to change	<p>Engages with new ideas and looks for ways to make them work</p> <p>Uses own creative and innovative skills to achieve best results</p>
Being accountable	<p>Takes full responsibility for delivery of tasks</p>
SPECIAL CONDITIONS AND PROFESSIONAL REQUIREMENTS	<p>Ability to travel throughout the County Borough to respond to Service needs.</p>