

# JOB DESCRIPTION



## **Coronavirus Recovery Programme – COVID-19 Support Officers**

### **Service Area**

Coronavirus Recovery Programme

### **Manager/Team Leader**

Environmental Protection Manager

### **Direct reports**

None

### **Total Managed**

None

### **Purpose of the Role**

To be the Council's local presence working in the community providing important information to residents and businesses across North Norfolk relating on COVID-19 restrictions and the associated guidance.

This is a high profile engagement role representing the Council in our local communities. The post holder will need to be an accomplished communicator and have excellent problem solving skills in order to explain and ensure compliance with current COVID-19 restrictions and guidance.

To support the Council's compliance and enforcement functions by feeding back intelligence and high quality information relating to compliance with COVID-19 restrictions for council officers to follow up.

### **Key Result Areas**

- Providing support and assistance to local people, businesses and communities as part of the Council's response to COVID-19 to encourage awareness of and compliance with the COVID-19 restrictions.
- To attend regular briefings to be provided with updates, training and relevant information.
- Reporting concerns and issues via the appropriate procedure so that more specialist advice and guidance can be offered or to enable follow up action to

be taken by appropriate colleagues.

- Encourage awareness and compliance of the relevant restrictions.
- Provide professional and customer focused advice in a clear and concise style to residents and businesses.
- Demonstrate a helpful and caring attitude to service delivery for all of our customers and partners organisations. To act as an “ambassador” of the council when dealing with residents, businesses and partners.
- Maintain an accurate record of observations and interactions which may warrant further action from a Council Officer or partner organisations such as the Police.
- Contract tracing- making contact with individuals who the test and trace service need to engage with. Offering support, providing information and guidance and signposting to partner organisations where appropriate. This may involve visiting people’s addresses and conducting repeat visits where necessary.
- To ensure that all provide personal protective equipment (PPE) is worn in accordance with the relevant risk assessments for the role.
- To take responsibility for your own health and safety at work and that of other persons who may be affected by your actions.
- Any other work required as directed within the confines of the existing grading and post.

# PERSON SPECIFICATION



**NORTH  
NORFOLK  
DISTRICT  
COUNCIL**

| <b>COVID-19 Support Officer</b>  |   |                  |                  |  |
|----------------------------------|---|------------------|------------------|--|
|                                  |   | <b>Essential</b> | <b>Desirable</b> |  |
| <b>Experience/<br/>Knowledge</b> | Knowledge/Experience of Local Government  | ✓                |                  |  |
|                                  | Practical experience in the provision of advice to businesses around issues of regulation, safe working practices etc | ✓                |                  |  |
|                                  | Experience of working in partnership with other organisations   | ✓                |                  |  |
|                                  | Experience of managing people   | ✓                |                  |  |
|                                  | Experience dealing with enquiries from the general public   |                  | ✓                |  |
| <b>Qualifications</b>            | Educated to a good standard of general education to at least GCSE level or equivalent.                                | ✓                |                  |  |
|                                  | Qualified to drive  | ✓                |                  |  |
| <b>Training</b>                  | Dealing with difficult situations   |                  | ✓                |  |
|                                  | Customer care Training  |                  | ✓                |  |
| <b>Skills</b>                    | Possess strong influencing and negotiation skills   | ✓                |                  |  |
|                                  | Experience of implementing new systems and practices  | ✓                |                  |  |
|                                  | Ability to communicate clearly and effectively  | ✓                |                  |  |
|                                  | Ability to secure positive outcomes   | ✓                |                  |  |
|                                  | Good organisational skills  | ✓                |                  |  |

|                                 |  |   |  |  |
|---------------------------------|--|---|--|--|
| <b>Aptitude and Disposition</b> | Enthusiastic and self-motivated with a 'can do' attitude                             | ✓ |  |  |
|                                 | Helpful and customer aware   | ✓ |  |  |
|                                 | Tactful, diplomatic and able to maintain confidentiality                             | ✓ |  |  |
|                                 | Able to manage and organise their workload including a range of competing priorities | ✓ |  |  |
|                                 | Able to demonstrate a good level oral and written communication                      | ✓ |  |  |
|                                 | Ability to work independently as directed as well as working as part of a team       | ✓ |  |  |
|                                 | Ability to cope with a heavy workload  | ✓ |  |  |
|                                 | Ability to listen and remain calm under pressure.                                    | ✓ |  |  |
|                                 |  |   |  |  |
| <b>Personal Transport</b>       | Access to a car on a daily basis   | ✓ |  |  |
|                                 |  |   |  |  |
| <b>Physical</b>                 | Sufficient personal mobility to access difficult sites.                              | ✓ |  |  |

\*In order to assess this from the application form we require you to provide an example