NATURAL INFRASTRUCTURE ASSISTANT

Role Profile

Title	Natural Infrastructure Assistant
Grade	GRADE C
Reference:	**N856**
Reports to:	Natural Infrastructure Manager
Work style Definition	Mobile worker
Job Type:	Customer Facing Worker
Primary purpose of role	To promote, protect and enhance Plymouth's Natural Infrastructure in a manner that delivers maximum benefits for people and nature. This will be achieved through the delivery of a robust and resilient network, which provides the natural services required to enable the sustainable growth of the City and surrounding areas and encompass land, water and marine resources. Proactive engagement with local communities and partner agencies will be vital in the enhancement, management and use of this Network to deliver positive health, social, economic and environmental outcomes. The network will include European, nationally and locally protected marine and terrestrial sites as well as new and improved natural infrastructure assets, including allotment and growing areas, biodiversity features, local green spaces and spaces for play and formal recreation. The Natural Infrastructure Assistant will support the delivery of the Natural Infrastructure Network. The balance of work will be determined by the overall priorities of the Team and Service, although the post is designed to offer maximum flexibility in the deployment of resources in order to meet evolving business needs and offer staff development opportunities.

Key accountabilities and key measures	**Role outcomes**	**Role measures**
	▪ Acts as a first point of contact for community members and stakeholders. (25%) ▪ Liaises with community members and colleagues by responding to enquiries by letter, email, telephone and in person. Refers problems to more senior staff as required. (25%) ▪ Undertake duties such as making site inspection and safety checks and NI network projects in accordance with policy and procedures. (50%)	▪ Positive feedback achieved through annual review of customer and stakeholder feedback ▪ Responding to customer and/or volunteer queries to a high standard in the timeframes specified. ▪ Sites achieve the required standards and comply with all relevant health and safety requirements and legislation ▪ Standards of communication are maintained in line with PCC and project expectations

Key activities	▪ Undertake site visits that include traversing various inclines, on average 2 to 4 hours per day. Occasional lifting and carrying of tools and event materials. This may include rough ground and inclement weather conditions. Occasional confrontational situations with members of the public. Occasional noise from strimmer's, hedge cutter or chainsaw. (50%) ▪ Office based work that includes weekly work pressure deadlines, conflicting demands and interruptions. (35%) ▪ Expected to attend meetings outside normal working and outside the City as required. Flexibility to ensure that meetings and events are responsive to stakeholders, within the community at times that suit. (15%) ▪ Carry out other duties appropriate to the grade of the post. ▪	
Essential qualifications/ knowledge	▪ 5 GCSE's or equivalent at grades (A-C/9 – 4) to incl. English and Maths. ▪ Broad knowledge of Natural Infrastructure service and able to provide support to customers	
Desirable qualifications/ knowledge	▪ Qualification in appropriate Environmental subject ▪ Full driving license	
Essential experience	▪ Experience and understanding of office procedures ▪ Proven experience of working with Word, spreadsheets and databases ▪ Experience of Web based research ▪ Proven experience of working with the public e.g. running community events or similar, leading volunteer activities safely and successfully	
Desirable experience	▪ ICT experience of using social media for community engagement ▪ Working effectively as part of a team and to strict deadlines ▪ Risk Assessment and good health and safety practice	
Essential skills	▪ Good verbal communication skills	

Corporate standards

- In accordance with Council policies and guidance on information management and security, it is your personal responsibility for data protection, client confidentiality and information governance.
- Act at all times in accordance with appropriate legislation and regulations, codes of practice, the provisions of the Council's constitution and its policies and procedures.
- Work within the requirements of the Council's Health and Safety policy, performance standards, safe systems of work and procedures.
- Undertake all duties with due regard to the corporate equalities policy and relevant legislation.