

Harlow Council Job Description

Job Title: Garden Town District Lead Liaison Officer **Post Number:** PL0043X

Grade: 17 **Date:** February 2023

Service: Strategic Growth and Regeneration

Location: Civic Centre

Responsible to: Harlow and Gilston Garden Town Director

Job Purpose:

To provide an efficient and effective Policy and Implementation Service to customers, citizens, and service users.

To contribute towards the continued development of the Council's Planning Policy and Implementation Service function, in accordance with the National Planning Policy Framework and Guidance, to ensure that milestones related to the implementation of the Local Plan are met.

- 1.0 Corporate responsibilities
- 2.0 Service responsibilities
- 3.0 Other duties appropriate to the role
- 4.0 Statement of Health and Safety

Breakdown of tasks:

1.0 Corporate responsibilities

- 1.1 Ensure our customer service and delivery is excellent and continually improves.
- 1.2 Take responsibility for ensuring that the Council's decisions and policies are implemented.
- 1.3 Uphold the Council's governance mechanisms, ensuring appropriate standards of performance, operational effectiveness, probity, safeguarding, risk management, safety, equality and open government are maintained and improved.
- 1.4 Participate in projects to achieve the most effective services possible for the community, partners and the Council.

2.0 Service responsibilities

- 2.1** To effectively and efficiently deal with projects and all tasks associated with the business of the Service. The volume and complexity of projects and tasks will be commensurate with the grade of the post.
- 2.2** To undertake tasks, procedures and assignments related to the business of the Policy and Implementation Service and appropriate to the grade of the post, in a manner that ensures and contributes to the effective and efficient delivery of the Service.
- 2.3** To undertake other duties as required within the responsibility levels and overall purpose of the post, including participation in group tasks and projects and making a positive contribution to service improvement activities.
- 2.4** Promote the Council's Customer commitments of providing excellent advice, support and service to our customers, building resilience and agility in terms of thinking, ways of working and driving continuous improvement.
- 2.5** To contribute to the delivery of an excellent service that achieves its objectives, through effective performance and risk management.
- 2.6** To develop an awareness and understanding of other specialist disciplines within the Policy and Implementation Service and other Council services, where necessary to support the delivery of an excellent service to customers.

3.0 Other duties appropriate to the role

- 3.1** To undertake other duties commensurate with the grade, skills, knowledge and experience of the post holder.
- 3.2** All employees are expected to show a commitment to safeguarding children, young people and adults with care and support needs.
- 3.3** All employees are expected to have regard and operate within the Council's commitment to equality and diversity and customer care.
- 3.4** All employees are expected to adhere to requirements of GDPR (General Data Protection Regulation) and The Data Protection Act 2018 and comply with measures to protect the confidentiality of information in accordance with Council policies and procedures.
- 3.5** All employees are expected to familiarise themselves with and adhere to all relevant Council Policies and Procedures.

4.0 Statement of Health and Safety

- 4.1** Harlow Council is committed to the provision of high quality health and safety standards. In order to achieve this all staff employed by the Council have the following specific responsibilities, which are consistent with the requirements of the Health & Safety at Work etc. Act 1974:
- 4.2**
 - To take reasonable care for the health and safety of yourself and of other persons who may be affected by what you do or fail to do.
 - To co-operate with Harlow Council in order to enable statutory requirements to be implemented.
 - Not to intentionally interfere with or misuse anything provided in the interests of health and safety.