

## Kent County Council

### Job Description: Site Visit Officer

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**Directorate:** Growth, Environment and Transport  
**Unit/Section:** Growth and Communities  
**Grade:** KR6  
**Responsible to:** Head of GRT Resident Service

#### **Purpose of the Job:**

Provide frontline operational support attending routine and reactive site visits to KCC owned GRT sites, assuming sole responsibility for the gathering and processing of water readings and attending Unauthorised Encampments as needed in a support capacity.

#### **Main duties and responsibilities:**

1. Complete routine and reactive on-site visits, providing support to frontline team members, and completing follow up tasks as needed.
2. Establish excellent professional relationships with residents, and deal with day to day enquiries.
3. Lead and assume overall responsibility for gathering water readings on site and processing the readings to enable invoices to be raised. Investigate any anomalies and follow up as necessary.
4. Attend Unauthorised Encampments with another team member as appropriate. Gain and maintain an understanding of the process for managing and responding to Unauthorised Encampments, provide witness statements when required.
5. Follow approved operational processes confidently and diligently, always ensuring adherence, accuracy and attention to detail.
6. Ensure high standard of record keeping and ongoing appropriate information sharing, completing all records in a timely manner.
7. Gain and maintain a sound understanding of GRT culture, paying due consideration to culture when communicating with residents, tailoring this as appropriate.
8. Responsible for updating the resident handbook on an annual basis, providing specific information for each site in conjunction with the rest of the Team.

Footnote: This job description is provided to assist the job holder to know what their main duties are. It may be amended from time to time without change to the level of responsibility appropriate to the grade of post.

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## Person Specification: Site Visit Officer

The following outlines the criteria for this post. Applicants who have a disability and who meet the criteria will be shortlisted.

Applicants should describe in their application how they meet these criteria.

	<b>CRITERIA</b>
<b>Qualifications</b>	NVQ 2-3 (or equivalent)
<b>Experience</b>	<p>Experience of providing a high standard of customer service and sharing confidential information</p> <p>Experience of working in a frontline, operational role</p>
<b>Skills and Abilities</b>	<p>Excellent customer care skills, with the ability to deal confidently with customers, both on the telephone and face-to-face at events.</p> <p>Well-developed written and verbal communication skills, computer skills (Microsoft Word, Excel and PowerPoint); organisational and practical skills, with accurate attention to detail</p> <p>Ability to work co-operatively with internal and external colleagues/partners to achieve a mutually beneficial outcome.</p> <p>Ability to work as part of a team as well as being a good self-motivator who is able to work with minimal supervision.</p> <p>Good organisation skills and a high level of personal resourcefulness in taking responsibility for actions and progressing cases at pace.</p> <p>Excellent verbal communication skills and the ability to communicate with people with different levels of literacy and communication ability.</p> <p>Must be organised and able to prioritise tasks effectively</p>
<b>Knowledge</b>	<p>Good knowledge of governing legislation including the Mobile Homes Act 1983 and the Data Protection Act 2018.</p> <p>Good knowledge of the issues and constraints that may exist on caravan/Gypsy and Traveller sites.</p> <p>Establish excellent working knowledge of all Service policies and processes.</p>
<b>KENT VALUES AND CULTURAL ATTRIBUTES</b>	<p><b>Kent Values:</b></p> <ul style="list-style-type: none"> <li>• We are <b>brave</b>. We do the right thing, we accept and offer challenge</li> <li>• We are <b>curious</b> to innovate and improve</li> <li>• We are <b>compassionate</b>, understanding and respectful to all</li> <li>• We are <b>strong together</b> by sharing knowledge</li> </ul>

- We are all **responsible** for the difference we make

Our values enable us to build a culture that is:

**Flexible/agile** - willing to take (calculated) risks and want people that are flexible and agile

**Curious** - constantly learning and evolving

**Compassionate and Inclusive** - compassionate, understanding and respectful to all

**Working Together** - building and delivering for the best interests of Kent

**Empowering** - Our people take accountability for their decisions and actions

**Externally Focused** - Residents, families and communities at the heart of decision making