

**Directorate:** Growth, Environment and Transport  
**Unit/Section:** Growth and Communities  
**Grade:** KR7  
**Responsible to:** Head of Gypsy and Traveller Service (team name tbc)

**Purpose of the Job:**

To ensure that all applications for pitches on KCC's Gypsy and Traveller sites are processed in accordance with the Gypsy and Traveller Sites Pitch Allocation policy, ensuring the highest standard of records management and communication with new applicants and existing license holders wishing to transfer. Providing a full and comprehensive introduction to site for new residents and ensuring that all residents fully understand the requirements of the pitch license.

Provide appropriate project support to the Head of Service on development projects and initiatives.

**Main duties and responsibilities:**

1. Responsible for the administration of all pitch allocations ensuring the end-to-end process is completed transparently, fairly and in full accordance with the published Pitch Allocations Process.
2. Adhere to the processes for all aspects of pitch allocation including but not limited to advertising vacant pitches, validating and scoring applications, interviewing and conducting due diligence checks, arranging and attending site familiarization visits and signing licenses/signing up new tenants.
3. Establish excellent working relationships with relevant partners to ensure that all due diligence checks are completed efficiently and in a timely manner, following all pre-defined information sharing protocols.
4. Complete an annual census on each site to ensure that the Service has a full and up to date record of all pitch license holders and authorised/ unauthorised residents.
5. Carry out new resident visits, issuing handbook, policies, taking initial meter readings, pay card and ensuring that new KCC resident accounts are notified to Business Support and opened in a timely manner.
6. Responsible for updating the resident handbook, providing specific information for each site in conjunction with the Sites Manager and Community Liaison Officer.
7. Whilst completing the allocations process and new resident's introduction processes, be vigilant at all times and notify any identified breaches of pitch license to the Sites Manager for further investigation
8. Provide support on all service development projects lead by the Head of Service. Work closely with the Head of Service and assist with project administration and completing specific project related tasks as needed.

9. Support the Sites Manager and Community Liaison Officer with site visits during periods of annual leave ensuring that two officers always attend together.
10. Ensure high standard of record keeping and ongoing appropriate information sharing, completing all records in a timely manner.
11. Gain and maintain a sound understanding of GRT culture, paying due consideration to culture when communicating with residents, tailoring this as appropriate

## Kent County Council

### Person Specification: Allocations & Project Support Officer

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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>	<p>Level 3 Diploma (or equivalent) and/or relevant basic / first level professional qualification.</p> <p>Hold, or be willing to work towards, project management qualification such as APM Foundation.</p> <p>Holds ECDL or equivalent IT qualification or can demonstrate equivalent level of skill.</p>
<b>EXPERIENCE</b>	<p>Experience of working in a compliance or regulatory service</p> <p>Experience with a range of partners to share information</p> <p>Experience of working with Gypsies and Travellers and/or those from other ethnic minority groups.</p> <p>Experience of providing a high standard of customer service and sharing confidential information</p>
<b>SKILLS AND ABILITIES</b>	<p>Ability to maintain good dialogue and improve professional relationships with the Gypsy and Traveller community.</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>Good IT skills including Word, Excel, Teams and knowledge of practical use in Microsoft applications.</p> <p>Excellent written communication skills and the ability to communicate with people with different levels of literacy and communication ability.</p> <p>Ability to travel to remote locations across a wide geographical area in a timely and flexible manner at various times of the day.</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>Good knowledge of the Kent and Medway Information Sharing Agreement, and its application.</p> <p>Excellent knowledge of the pitch allocations policy</p> <p>Knowledge of project management processes</p>
<b>BEHAVIOURS AND KENT VALUES</b>	<p>Kent Values:</p> <ul style="list-style-type: none"> <li>• We are brave. We do the right thing, we accept and offer challenge</li> <li>• We are curious to innovate and improve</li> <li>• We are compassionate, understanding and respectful to all</li> <li>• We are strong together by sharing knowledge</li> <li>• We are all responsible for the difference we make</li> </ul>

**Footnote:**

This job description is provided to assist the job holder to know and understand what his/her main duties are. It may be amended from time to time without change to the level of responsibility appropriate to the grade of post.