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|  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | <b>JOB DESCRIPTION</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                |  |
| <b>Directorate:</b><br><br><b>Corporate Services</b>                              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | <b>Service Area:</b><br><br><b>Xentrall ICT Services</b>                                                                                                                                                                                                                                                                                                                                                                                                              |  |
| <b>JOB TITLE: ICT Network Infrastructure Engineer</b>                             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |  |
| <b>GRADE: L</b>                                                                   |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |  |
| <b>REPORTING TO: ICT Platform Team Leader</b>                                     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |  |
| 1.                                                                                | <b>JOB SUMMARY:</b><br><br>To support the delivery, development and ongoing management of the organisation’s ICT network infrastructure and that of our external customers. Including core and edge networking technologies, routing, switching, wireless, secure connectivity, Microsoft Teams administration and associated cloud-based services.<br><br>The post holder will provide technical support across physical, virtual and cloud-connected network environments, helping to maintain secure, resilient and reliable communications services for the organisation. This will include day-to-day management of LAN, WAN and internet connectivity, support for Microsoft Teams and related Microsoft 365 / Azure components, management of cloud-based proxy and traffic management services, and contribution to network monitoring, capacity planning, change management, documentation and continuous service improvement.<br><br>The role will support incident, problem and change management activities, work with suppliers and internal ICT colleagues, and contribute to the development of secure, efficient and well-documented infrastructure services that meet operational, security and business requirements. |                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |  |
| 2.                                                                                | <b>MAIN RESPONSIBILITIES AND REQUIREMENTS</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |  |
|                                                                                   | 1.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | <b>Network Management</b><br>Manage and maintain the organisation’s core and edge network infrastructure, including switches, routers, firewalls, wireless services, WAN links, internet connectivity and related network services. Working closely with the Cloud Engineer, support cloud-based network services such as secure web gateway, cloud proxy, traffic management, remote access, filtering and other cloud-delivered connectivity or security platforms. |  |
|                                                                                   | 2.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | <b>Traffic Routing</b><br>Support the configuration and maintenance of routing and network protocols, with a sound working knowledge of TCP/IP, VLANs, subnetting, DHCP, DNS, routing, switching and protocols such as BGP and OSPF.                                                                                                                                                                                                                                  |  |
|                                                                                   | 3.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | <b>Microsoft 365</b><br>Support Microsoft Teams administration and associated communication services, including user, policy, voice, meeting and collaboration settings, working alongside colleagues to maintain reliable, unified communications services.                                                                                                                                                                                                          |  |

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|                                                                                                                                                                                              | 4.  | <b>Cloud Networking</b><br>Support Microsoft 365 and Azure-related network and communications components, including identity, connectivity, access, security and service configuration elements that underpin Teams and cloud-connected infrastructure.                                                                                                                                                                                                                              |
|                                                                                                                                                                                              | 5.  | <b>Security &amp; Compliance Management</b><br>You will work with the Security & Assurance Team in ensuring the network complies with the latest national audit standards such as ISO 90001/27001. Support infrastructure security, resilience and compliance activities, including patching, configuration standards, access controls and audit requirements. You'll ensure the the recovery process for the ICT network is documented within the ICT Cyber Incident Response Plan. |
|                                                                                                                                                                                              | 6.  | <b>Monitoring &amp; Alerting</b><br>Monitor network performance, availability and capacity, identifying trends, risks and improvement opportunities across physical, virtual and cloud-based infrastructure.                                                                                                                                                                                                                                                                         |
|                                                                                                                                                                                              | 7.  | <b>Trouble Shooting, Incident &amp; Problem Management</b><br>Using our ITSM and established Incident & Problem Management processes you will identify and address issues relating to our network infrastructure, including investigation, diagnosis, resolution and escalation of complex network and communications issues. Participate in out of hours working and call out arrangements as and when required.                                                                    |
|                                                                                                                                                                                              | 8.  | <b>Asset Management</b><br>Adhere to established processes within ITSM for tracking and managing network assets. Maintain accurate technical documentation, including network diagrams, configuration records, operational procedures, knowledge base articles and CMDB information.                                                                                                                                                                                                 |
|                                                                                                                                                                                              | 9.  | <b>Continuous Improvement</b><br>Keep up to date with developments in network technology through industry news, supplier events, forums and relevant publications. Undertake appropriate professional development, including training or certification in network administration, and consider attending industry events to maintain awareness of current trends.                                                                                                                    |
|                                                                                                                                                                                              | 10. | Deliver excellent customer service by engaging with customers and providing support, while coordinating with colleagues and suppliers as required.                                                                                                                                                                                                                                                                                                                                   |
| <b>3. GENERAL</b><br><br><b>Job Evaluation</b> - This job description has been compiled to inform and evaluate the grade using the NJC Job Evaluation scheme as adopted by Stockton Council. |     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |

**Other Duties** - The duties and responsibilities in this job description are not exhaustive. The post holder may be required to undertake other duties from time to time within the general scope of the post. Any such duties should not substantially change the general character of the post. Duties and responsibilities outside of the general scope of this grade of post will be with the consent of the post holder.

**The Council's Values, Behaviours and Code of Conduct** - The post holder is required to carry out the duties in accordance with the Council's Values and Behaviours, our code of conduct, professional standards and promote equality and diversity in the workplace.

**Corporate Parenting** - As Corporate Parents, we have the same ambition and high aspirations for all children in our care and care experienced young people: that Stockton-on-Tees is a great place to grow up, where children and young people are protected from harm and supported to be the best they can be in life.

**Personal Development** – As defined by the Council’s Culture Statement, all employees will take responsibility for their own development.

**Customer Services** – The post holder is required to ensure that all customers both internal and external receive a consistently high-quality level of service, commensurate to the standards required by Stockton on Tees Borough Council.

**Policies and Procedures** – The post holder is required to adhere to all Council Policies and Procedures.

**Health and Safety** – The post holder has a responsibility for their own health and safety and is required to carry out the duties in accordance with the Council Health and Safety policies and procedures.

**Safeguarding** – All employees need to be aware of the possible abuse of children and vulnerable adults and if you are concerned you need to follow the Stockton Council’s Safeguarding Policy. In addition, employees working with children and vulnerable adults have a responsibility to safeguard and promote the welfare of children and vulnerable adults during the course of their work.

|                                             | Name:    | Signature:                                                                           | Date     |
|---------------------------------------------|----------|--------------------------------------------------------------------------------------|----------|
| Job Description written by:<br>(Manager)    | A. Evans |  | 07/09/26 |
| Job Description agreed by:<br>(Post holder) | .....    | .....                                                                                | .....    |



## PERSON SPECIFICATION

|                                   |                                            |                              |
|-----------------------------------|--------------------------------------------|------------------------------|
| <b>Job Title/Grade</b>            | <b>ICT Network Infrastructure Engineer</b> | <b>L</b>                     |
| <b>Directorate / Service Area</b> | <b>Corporate Services</b>                  | <b>Xentrall ICT Services</b> |
| <b>Post Ref:</b>                  |                                            |                              |

|                | <b>ESSENTIAL</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | <b>DESIRABLE</b>                                                                                                                                                                                                                                                                                                                                                                                                                          | <b>MEANS OF ASSESSMENT</b> |
|----------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------|
| Qualifications | <p>Attained or actively working towards:</p> <ul style="list-style-type: none"> <li>ICT-related qualification, professional accreditation or equivalent demonstrable experience in a directly relevant network infrastructure role.</li> <li>Relevant technical training or experience in networking, Microsoft 365, Microsoft Teams, Azure, cyber security or cloud-connected infrastructure.</li> <li>ITIL Foundation or equivalent understanding of ICT service management principles.</li> </ul> | <ul style="list-style-type: none"> <li>Cisco, Microsoft, CompTIA, Juniper, Fortinet, Extreme Networks, Azure or equivalent network/cloud certification.</li> <li>Microsoft Teams, Microsoft 365 or Azure administration certification.</li> <li>ITIL intermediate, practitioner or equivalent service management qualification.</li> <li>Project management qualification or equivalent practical project delivery experience.</li> </ul> | Application/Certificates   |

|            |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                                      |
|------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------|
| Experience | <ul style="list-style-type: none"> <li>▪ Experience of supporting, maintaining or administering enterprise network infrastructure, including LAN, WAN, wireless, internet connectivity and associated network services.</li> <li>▪ Experience of working with core and edge network technologies such as switches, routers, firewalls, wireless controllers, cabling infrastructure and network monitoring tools.</li> <li>▪ Practical knowledge of routing, switching and network protocols, including TCP/IP, VLANs, subnetting, DNS, DHCP and routing protocols such as BGP, OSPF or equivalent.</li> <li>▪ Experience of supporting Microsoft Teams or similar unified communications platforms, including user, policy, meeting, voice or collaboration settings.</li> <li>▪ Experience of supporting Microsoft 365, Azure or other cloud-connected infrastructure services, particularly where they relate to identity, access, connectivity, communications or security.</li> <li>▪ Experience of managing or supporting cloud-based proxy, secure web gateway, filtering, traffic management, remote access or similar network security services.</li> <li>▪ Experience of contributing to incident, problem and change management processes in a structured ICT service environment.</li> <li>▪ Experience of producing and maintaining technical documentation, operational procedures, network diagrams, knowledge articles and asset records.</li> <li>▪ Experience of working with suppliers, support partners and internal ICT teams to resolve issues and deliver service improvements.</li> </ul> | <ul style="list-style-type: none"> <li>▪ Experience of Microsoft Teams Phone, Direct Routing, Operator Connect or equivalent voice integration services.</li> <li>▪ Experience of Azure networking, conditional access, identity integration or hybrid cloud connectivity.</li> <li>▪ Experience of secure web gateway, cloud proxy or internet traffic management platforms such as Forcepoint, Zscaler, Netskope or equivalent.</li> <li>▪ Experience of network automation, configuration management or infrastructure monitoring tools.</li> <li>▪ Experience of supporting compliance activities linked to cyber security, audit, ISO standards, Cyber Essentials or similar frameworks.</li> </ul> | Application/<br>Interview/References |
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|                                          |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                                      |
|------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------|
|                                          | <ul style="list-style-type: none"> <li>▪ Experience of applying good practice in ICT security, resilience, monitoring, capacity management and service continuity.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                                      |
| Knowledge & Skills                       | <ul style="list-style-type: none"> <li>▪ Knowledge and experience of ICT Best practice frameworks and formal methods of service delivery</li> <li>▪ Awareness of project management techniques</li> <li>▪ Awareness of current and emerging ICT trends</li> <li>▪ Knowledge and understanding of information security, business continuity and disaster recovery planning</li> <li>▪ Effective communication skills</li> <li>▪ Analytical skills and the ability to interpret management information/reports</li> <li>▪ Ability to negotiate effectively within constraints of resource</li> <li>▪ Ability to prioritise work and meet deadlines effectively</li> <li>▪ Adopt a flexible approach to working hours to meet the needs of the service</li> <li>▪ Ability to innovate and improve the service</li> </ul> | <ul style="list-style-type: none"> <li>▪ Awareness of ITIL-based service management processes.</li> <li>▪ Awareness of project delivery methods and the role of technical teams in delivering infrastructure change.</li> <li>▪ Knowledge of public sector ICT requirements, including resilience, security, compliance and value for money.</li> <li>▪ Understanding of cyber security good practice as it applies to network infrastructure and cloud-connected services.</li> </ul> | Application/<br>Interview/References |
| Specific behaviours relevant to the post | <ul style="list-style-type: none"> <li>▪ Demonstrate the Council's Behaviours which underpin the Culture Statement.</li> <li>▪ You'll be proactive in your thinking and your approach, asking questions and not settling for the "status Quo". Just because we do something in a certain way doesn't mean you can't challenge it if you think it can be improved.</li> <li>▪</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | Application/ Interview               |

|                    |  |  |                      |
|--------------------|--|--|----------------------|
|                    |  |  |                      |
| Other requirements |  |  | Interview/References |

Person Specification dated September 2026

|                                                                                                                              |                                             |
|------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------|
|  <b>Stockton-on-Tees</b><br>BOROUGH COUNCIL | <b>KNOWN RISKS FOR THIS ROLE</b>            |
| <b>DIRECTORATE:</b> Corporate Services                                                                                       | <b>SERVICE AREA:</b> ICT Services, Xentrall |
| <b>JOB TITLE:</b> ICT Network Infrastructure Engineer                                                                        |                                             |
| <b>GRADE:</b> L                                                                                                              |                                             |
| <b>JOB LOCATION / BUILDING:</b> Darlington Town Hall                                                                         |                                             |
| <b>REPORTING TO:</b> Platform Team Leader                                                                                    |                                             |

The following are the known risks for this role as identified through a Risk Assessment. More than one risk may apply. Where there are no known risks, this will be indicated.

| Known Risks - which require Baseline Health Surveillance Screening before or at start of employment and ongoing health surveillance with Occupational Health                                                                                                   |     |    |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----|----|
| Known Risk                                                                                                                                                                                                                                                     | Yes | No |
| <b>Noise:</b> Employee is likely to be regularly exposed to noise above the exposure action level. (Daily or weekly exposure of 85dB)                                                                                                                          |     | No |
| <b>Vibration:</b> Employee will be exposed to vibration above the daily Exposure Action Value (EAV) of 2.5m/s <sup>2</sup> A(8) 9                                                                                                                              |     | No |
| <b>Respiratory:</b> Employee will be exposed to Hazardous Substances such as machine generated wood dust, mineral dust, solder flux, glues, resins, cutting oils, latex.<br>(Those working with respiratory/skin irritants or sensitizers as defined by COSHH) |     | No |

| Known Risks which require a Medical Assessment with Occupational Health prior to starting employment and ongoing assessment during employment.                                                                                                                                                                                                                                                                                              |     |    |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----|----|
| Known Risk                                                                                                                                                                                                                                                                                                                                                                                                                                  | Yes | No |
| <b>HGV/LGV/Fork Lift Truck/Passenger Carrying Vehicle/Minibus (Group 2) Licence Drivers:</b> Employee will be required to drive an HGV/LGV/FLT/PCV/Minibus.                                                                                                                                                                                                                                                                                 |     | No |
| <b>Asbestos:</b> Employee likely to be exposed to asbestos.<br>Work with asbestos' includes: <ul style="list-style-type: none"> <li>○ Work which removes, repairs, or disturbs asbestos</li> <li>○ Ancillary work (work associated with the main work of repair, including maintenance work on equipment)</li> <li>○ Supervisory Work (work involving direct supervision over those removing, repairing, or disturbing asbestos)</li> </ul> |     | No |

| Known Risk                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | Yes | No |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----|----|
| <b>Lead:</b> Employee likely to be exposed to lead or lead based products (handling, processing, repairing, maintenance, storage, disposal)<br>The lead must also be in a form in which it is likely to be: <ul style="list-style-type: none"> <li>○ Inhaled, e.g., lead dust, fume or vapour.</li> <li>○ Ingested, e.g., lead powder, dust, paint or paste; or</li> <li>○ Absorbed through the skin, e.g., lead alkyls or lead naphthenate.</li> </ul> The regulations do not apply to work with materials or substances containing lead where, because of the nature of the work, lead cannot be inhaled, ingested, or absorbed. |     | No |
| <b>Confined Spaces - Safety Critical:</b> Employee will be required to work in a <b>confined space</b> where specialist equipment or breathing apparatus is needed.                                                                                                                                                                                                                                                                                                                                                                                                                                                                |     | No |
| <b>Working at Heights - Safety Critical:</b> Employee will be required to work <b>at a height</b> .                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |     | No |
| <b>Blood-borne viruses:</b> Employee is at risk of exposure to Blood-borne viruses e.g., needle stick injury, human bite, contact with human blood or other bodily fluids and sewerage.                                                                                                                                                                                                                                                                                                                                                                                                                                            |     | No |

| Other Known Risks                                                                                                                                                                                                                     |     |    |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----|----|
| Known Risk                                                                                                                                                                                                                            | Yes | No |
| <b>Council Vehicles or transport that does not require a Group 2 licence:</b> Employee will be required to drive a Council vehicle or regularly transport service users/clients/pupils in their own vehicle as part of normal duties. | Yes |    |
| <b>Food Handlers:</b> Employee will be preparing and handling food<br><i>Food Handlers Questionnaire to be completed and sent to Occupational Health</i>                                                                              |     | No |
| <b>Night Workers:</b> Employee will be regularly working at night<br><i>Optional Night Worker Questionnaire available</i>                                                                                                             |     |    |
| <b>Lone Working (including Home Working):</b> Employee will be required to work alone.                                                                                                                                                | Yes |    |
| <b>DSE Users:</b> Employee will be required to use Display Screen Equipment (DSE)<br><b>DSE Training and assessment should be completed on commencement – arranged by manager</b>                                                     | Yes |    |
| <b>Any Other:</b> Please identify any other known risks associated with this job role.                                                                                                                                                |     |    |

**As the manager of this post, I declare that the details above are an accurate reflection of the risks associated with the post.**

Signature of Manager:



Date: 14/09/26

**For any queries related to this form, please refer to the Known Risk Managers Explanatory Notes, or email the Occupational Health Department: [Occupational.Health@stockton.gov.uk](mailto:Occupational.Health@stockton.gov.uk)**