# ROLE PROFILE

**Role Title:** Principal Environmental Health Officer (Environment & Housing)

**Service:** Planning and Regulatory Services**,** Environmental and Community Protection

**Directorate:** Place and Community **Accountable to:** Environmental Health Manager **Grade:** PO4

**Car Category:** Essential

**Work Style:** Flexible office based worker

# Purpose of role

* To manage and participate in the work of the Environmental Protection and Private Sector Housing teams, and to ensure the Council’s statutory duty in these fields of activity is satisfied.

# Key Objectives

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| 1 | To be responsible for the day-to-day supervision and management of the Environmental Protection and Private Sector Housing teams and to ensure that an efficient and effective service is provided and to ensure that all work is carried out on time, within pre-set deadlines and budgets. To develop, monitor, maintain and revise, as necessary, work programmes, procedures, work instructions and risk assessments relevant to the work of the Section. |
| 2 | To be accountable for the overall performance of the team including staff performance, effective use and management of resources (human, IT and financial), quality of service delivery, delivery of targets and compliance with procedure, statutes and regulatory requirements |
| 3 | To achieve acceptable housing standards throughout the borough by taking action both formally and informally following provisions in the |



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|  | Housing Acts, Environmental Health Acts, Planning Acts and other legislation as required. |
| 4 | Where necessary, to respond to service requests, complaints and inspect premises/land under all relevant legislation to the Section, having regard to agreed Procedures, Work Instructions, Policies and Codes of Practice; to advise on standards and take informal or formal enforcement action as necessary. |
| 5 | To liaise with other Council Services and external organisations as necessary; to examine appropriate planning and licensing applications/variations etc. and provide competent advice, responses, evidence and guidance on issues relevant to the work of the Section. |
| 6 | To keep the Environmental Health Manager informed about controversial and sensitive issues and about the level of performance of Officers within the Section and to attend such meetings as required by the Environmental Health Manager. |
| 7 | To achieve personal work programme targets and to meet pre-set deadlines; to keep accurate records and prepare reports, and to assist in the completion of statistical returns as required by Environmental Health Manager. |
| 8 | To contribute for the development, monitoring, reviewing and implementation of the Private Sector Housing Strategy. To provide strategic input into the development of the Housing Strategy, Affordable Housing Strategy, Divisional Service Action Plan and the Service Action Plan. |
| 9 | To develop, promote and manage initiatives for private sector housing including area based renewal initiatives and schemes to improve private rented accommodation. To ensure that up to date information is maintained on the condition of the private sector stock of the Borough including procuring a private sector stock condition survey. |
| 10 | To ensure that all required data on home energy efficiency is gathered, maintained and updated regularly in line with the Council’s responsibilities under the Energy Conservation Act 1996 and to be responsible for developing and implementing initiatives to promote energy efficiency. |
| 11 | To provide the private sector housing input into the Council’s bid for housing capital funding via the Housing Investment Programme. |
| 12 | Where necessary, to conduct risk assessments of permitted processes and visit them in accordance with their risk rating assessing the site in |

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|  | accordance with the relevant guidance. To prepare Permits for Prescribed Processes and ensure they are updated using variations etc; To monitor on-site activity and emissions in accordance with relevant guidelines and take enforcement action as necessary. |
| 13 | To formulate and adopt an approach to ensure that acceptable and consistent regulatory standards are achieved in all relevant premises/businesses in the Borough for which the Council is the enforcing Authority. |
| 14 | To instigate, monitor and review projects and to prepare reports in respect of the work of the Section as required by the Environmental Health Manager and to attend Council and Committee meetings, as necessary. |
| 15 | To work outside normal office hours when required to do so by the Head of Housing and Regulatory Services or Environmental Health Manager and to participate in, and to organise the rota for, the out-of-hours standby service. |
| 16 | To monitor compliance with adopted standards to ensure consistent implementation and to complete statistical returns required by Central Government and other bodies. |
| 17 | To research and interpret legislation and technical data relevant to the post. To disseminate such information to staff in the Section and advise generally on standards, following prior consultation with the Environmental Health Manager. |
| 18 | To liaise and consult with other Authorities to achieve consistency in enforcement. To adopt examples of good practice wherever possible. |
| 19 | To act as “Officer in charge of investigation”, under the terms of the Regulation of Investigatory Powers Act 2000, in relation to all relevant legal proceedings |

# Scope

The post holder will perform a key role in ensuring that environmental protection, pest control and private sector housing services are efficient and effective so as to ensure that overall objectives are met with regards to the Council’s statutory duties.

The post holder will have contact with the team and colleagues from across the organisation, contractors, tenants, partner agencies, national bodies, members of the public and Elected Members.

# Work Profile

1. **Strategy**

The post holder will contribute to the division’s service plan and relevant strategies together with the work programme for the Environmental and Community Protection team. They may also be asked to contribute to wider strategies.

They will recognise, communicate and mitigate any risks to the delivery of high performance standards.

# Performance

The post holder will ensure that set standards are achieved and maintained particularly. They will take a leading role in the delivery of key objectives, priorities and targets associated with continuous improvement and in developing a more evidence/ intelligence-led approach for the Environmental Protection and Private Sector Housing teams. They will monitor and communicate performance against a series of key performance measures, developing new indicators and targets as needed.

They will recognise, communicate and mitigate any risks to the delivery of high performance standards.

# Service Quality

The post holder will have a leading support role in ensuring that the Council’s image and reputation for excellent service and value is both maintained and improved.

They will develop and monitor appropriate service performance indicators.

They will develop and support the implementation of excellent standards in terms of service delivery performance and professionalism.

They will be aware of and keep up to date with all relevant developments in relation to the work of the Service.

# Resource Management

They will have budget management responsibility.

The post holder will ensure the appropriate use of vehicles, equipment and personal protective equipment provided to the individuals within their remit and in order to undertake their own role.

# Supervision and Management

The post holder has direct and indirect line management responsibility.

# Culture

The post holder will support the development of a positive organisational culture that is outward looking, evidence based and customer focused.

The post holder will promote equality of opportunity in the delivery of the duties of the role.

# Communications

The post holder will be expected to communicate professionally and effectively with those contacting the service.

The post holder will closely liaise with other services and partners as appropriate, to ensure that the Council is able to respond effectively and efficiently.

They will promote the service through demonstrable commitment to a high quality, excellent standards.

They will provide progress reports at agreed intervals, to the Environmental Health Manager, the Head of Service, and Corporate Director as appropriate, detailing progress, risks to success and next steps.

# Main Contacts Associated with Principal Duties

The main day to day contacts for the post holder will be their immediate team, service and team managers, contractors, tenants, members of the public and Elected Members. The post holder will be in regular contact with their line Manager, Head of Service and partner agencies in order to progress workloads and particular cases.

# Commitment

The Council’s normal working week for the purposes of calculation of premium rates and enhancements is Monday to Friday 7 am to 7 pm. The Councils operates a standard working week of 36 hours.

The post holder will also work outside normal office hours when required to do so by the Head of Housing and Regulatory Services or Environmental Health Manager and to participate in, and to organise the rota for, the out-of- hours standby service.

# Risk Management

The post holder will take a risk-based approach to organising inspections of premises, ensuring that those deemed as high risk are a priority.

The post holder, alongside the Environmental Health Manager, will be responsible for ensuring that effective systems are in place to enable their team to clearly identify risks relating to standards within relevant premises/businesses in the borough and where possible or reasonable, to provide recommendations for mitigating action.

# Working conditions

The role will be home and office based and involve fieldwork during the inspection or visiting of premises in the borough.

# Equal Opportunities

The Council is committed to achieving equality of opportunity both in the delivery of services to the community and its employment arrangements. We expect all employees to understand and promote our policies in their work.

# Customer Focus

The post holder is expected to meet the Council’s Standards of Customer Care at all times. They must champion high professional standards and service improvements that are needed to enhance service delivery.

# Core Tasks

To undertake any other duties which may be required within the needs of the service that are commensurate with the grade.

# Health & Safety

All employees have a responsibility for their own health & safety and that of others while undertaking their duties. Employees have a general duty to assist the Council in implementing its general statement on health & safety policy.

# Legislation

To comply with Data Protection legislation and all other relevant and applicable statutory legislation together with Council policies and procedures

# Training & Development

To comply with the Council’s policies and practices relating to training and development, including a regular development appraisal.

# I.T.

The post holder is expected to comply with the Council’s policies and practices relating to use of I.T. and equipment.

# Creativity

The role by its nature will follow particular legislation, duties and guidance.

However, the post holder is expected to generate ideas and concepts relating to service improvements to enhance service delivery. They will be solutions- focused and able to work with services, constructively challenging historic practices whilst keeping them engaged in change. They will be expected to refer to the Environmental Health Manager prior to implementing key changes.

# Decisions and Consequences

The post holder will generate ideas and suggestions for consideration by the Environmental Health Manager and the Head of Service. They will be at the forefront of service change and will need to exercise diplomacy, sensitivity and discretion to avoid reputational damage to the Council, or breaches of confidential data.

# Work Context

This is an important role in both in strengthening and maintaining the standards and practices within Environmental and Community Protection service. The post holder will work closely with other members of Environmental and Community Protection Service and other teams across the Council. They may also liaise with external bodies.

They will produce verbal and written reports on request, to help senior colleagues understand the progress being made, risks to be managed and gaps identified.

The above duties and responsibilities do not include or define all tasks, which may be required to be undertaken by the post holder. The duties and responsibilities may vary without changing the general character of the duties or the level of responsibility entailed. These factors are reflected in the grading of the post.

# Physical Demands

The role involves undertaking inspections / visits on site at various premises and land within the borough, which may include several in one day.

# Political Restrictions

This is a politically restricted post (see Section 2 Local Government and Housing Act 1989)

# PERSON SPECIFICATION

**In this section the Skills, Knowledge, Qualification and Competency requirements to perform the role to a satisfactory standard are set out. The extent, nature and level of the role holder’s knowledge and skills should be specified**

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| **PERSON SPECIFICATION** | **Examples specific to role** | **Required** | | **Method of Assessment**  **Application (A) Interview (I), Testing (T), Reference (R)** |
| **Essential** | **Desirable** |
| **SKILLS AND KNOWLEDGE**  **Technical knowledge and qualifications** | BSc Degree in Environmental Health or the Diploma in Environmental Health or their equivalent and appropriate professional accreditation.  Full driving licence.  Relevant knowledge and experience of legal proceedings.  Current knowledge of relevant work areas.  Relevant professional/ post graduate qualification.  To hold Chartered Status with the Chartered Institute of Environmental Health. | **X**  **X**  **X X** | **X X** | **A**  **A A, I**  **A, I**  **A, I**  **A,I** |
| **Planning and organising work** | Ability to work to tight deadlines on a wide variety of tasks  Methodical and well organised, with a commitment to providing a quality service and attention to detail | **X X** |  | **A, I**  **A, I** |

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| **Planning capacity and resources** | Experience of supervising, training and motivating team members  Able to plan resources and tasks to ensure a resilient and efficient service outcome.  Able to manage budgets | **X**  **X**  **X** |  | **A, I**  **A,I**  **A,I** |
| **Influencing and interpersonal skills** | Capable of dealing with the public and representatives of private sector organisations with tact, and with firmness when required  Experience of attendance and representation at Regional groups.  Able to successfully demonstrate strong interpersonal and management skills.  Able to engage with colleagues and elected members effectively to ensure that issues are prioritised and resolved and queries answered with high customer satisfaction rates.  Able to engage with a range of internal and external stakeholders in the production of reports, information and communications. | **X**  **X**  **X**  **X** | **X** | **A, I**  **A, I**  **A, I**  **A, I**  **A, I, T** |
| **PROBLEM-SOLVING**  **Using initiative to overcome problems** | Ability to identify a range of appropriate solutions to issues and problems.  Ability identify and implement solutions to issues and be a champion of change. | **X**  **X** |  | **A, I**  **A, I** |
| **Managing risk** | Ability to take a risk-based approach to service planning and | **X** |  | **A, I** |

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|  | to consider and assess risks associated with improving services and raising customer standards.  Ability to identify mitigating measures that may be implemented to minimise risk | **X** |  | **A, I** |
| **Managing change** | Able to use performance measure to effectively track and monitor service performance.  Ability to review team performance along with wider service performance and seek to continuously improve through implementation of changes on a regular basis.  Ability to promote change in a positive manner to others. | **X**  **X**  **X** |  | **A, I**  **A, I**  **A, I** |
| **ACCOUNTABILITY and RESPONSIBILITY**  **Undertakes tasks without supervision** | Ability to work independently and take ownership of key responsibilities of the post  Able to demonstrate resilience in the performance of the role. | **X**  **X** |  | **A, I**  **A, I** |
| **Other** | Commitment to Equality  Commitment to Health & Safety  Satisfactory Baseline Personnel Security Standard Check  The ability to fulfil all spoken aspects of the role with confidence through the medium of English language. This includes the ability to converse with ease with customers and colleagues and provide advice in accurate spoken English | **X X X**  **X** |  | **A, I**  **A, I**  **Document Checks (includes Basic DBS)**  **I** |

**COMPETENCIES REQUIRED – All post holders must be able to comply with the Council’s Expected Behavioural Standards which include:**

* + **Putting customers first;**
  + **Being positive and adaptable;**
  + **Taking responsibility and achieving results;**
  + **Working together;**
  + **We do what we say we will do when we say we will do it**

**In addition, for those posts with management responsibilities the Expected Behavioural Standards will include:**

* + **Service delivery and change management;**
  + **Financial and resource management;**
  + **Leading, motivating and developing.**

**Other information**

* able to travel to meet service delivery requirements
* available to undertake work outside of normal working hours

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| Signed Line Manager | Signed Head of Service | Date: |
| Paul Charlson |  |  |
| Print Line Manager | Print Head of Service | Date: 21.10.21 |