



ROLE PROFILE

Role Title: Principal Environmental Health Officer – Food and Health and Safety

Service: Housing and Regulatory Services; Environmental & Community Protection

Directorate: Place and Community

Accountable to: Environmental Health Manager

Grade: PO3

Car Category: Essential

Purpose of role

- To supervise and participate in the work of the Food and Safety section.
- To act as “Officer in charge of investigation”, under the terms of the Regulation of Investigatory Powers Act 2000, in relation to all Food Safety and Health and Safety legal proceedings.
- To respond to complaints and carry out interventions under all relevant food safety, public health and health and safety legislation.
- To provide, or work toward, the appropriate ‘competent person’ skills, experience and knowledge to enable the Council to meet its health and safety duties.
- To lead and develop corporate health and safety policy, strategy and service plans to support Council compliance with statutory health and safety responsibilities and to ensure effective arrangements are in place for monitoring and reporting the Council’s health and safety legal compliance.

Key Objectives

1	To be responsible for the day-to-day supervision and management of the Food and Safety section of the division and to ensure that an efficient and effective service is provided and to ensure that all work is carried out on time and within pre-set deadlines. To develop, monitor, maintain and revise, as necessary, work programmes, procedures, work instructions and risk assessments relevant to the work of the Section.
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2	To respond to complaints, carry out interventions and regulatory activities under all relevant food safety, health and safety and public health legislation, 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. Such complaints will include food hygiene and safety issues, concerns regarding the health and safety of visitors and/ or employees on the premises.
3	To lead and develop the corporate health and safety service to provide information and support to staff as the means to promote and adopt best practice across the Council. To be achieved by working with colleagues to ensure compliance with statutory duties and develop and maintain health and safety competence throughout the Council.
4	To liaise with other Council Services and external organisations as necessary; to examine appropriate planning and licensing applications/ variations etc. and provide advice, responses, evidence and guidance on issues relevant to the work of the Section.
5	To keep the Environmental Health Manager informed about controversial and sensitive issues and about the level of performance of Regulatory Officers, Senior Environmental Health Officers and Corporate Health & Safety Officers and to attend such meetings as required by the Environmental Health Manager.
6	To achieve personal work programme targets and to meet pre-set deadlines; to keep accurate records and prepare reports, and to complete statistical returns as required by Environmental Health Manager.
7	To ensure that acceptable and consistent standards in relation to food safety and health and safety are achieved in all premises/businesses in the Borough (for which the Council is the enforcing Authority).
8	To be responsible for all aspects of food safety and health and safety regulation assigned to the Section, including training and management of staff, processing of improvement notices and prosecutions, case preparation and attendance at Court, as necessary.
9	To research and interpret legislation and technical data relevant to the post. To disseminate such information to relevant staff and advise generally on standards, following prior consultation with the Environmental Health Manager.



10	To liaise and consult with other Authorities to achieve consistency in regulation. To adopt examples of good practice wherever possible.
11	To act as “Officer in charge of investigation”, under the terms of the Regulation of Investigatory Powers Act 2000, in relation to all Environmental Health and Health and Safety legal proceedings.
12	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 full Council and Committee meetings, as necessary.
13	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 assist in organising the rota for, the out-of-hours standby service..
14	To monitor compliance with adopted standards to ensure consistent implementation and to complete statistical returns required by Central Government and other bodies.

Scope

The post holder will perform a key role in ensuring that food safety and health and safety standards in the borough are maintained and where needed, improved upon. The post holder will also lead and support the Council's own health and safety compliance. Accordingly, the post holder will work closely with other members of Housing and Regulatory Services and other teams across the Council. They will also liaise with external bodies such as the Food Standards Agency and the Health and Safety Executive.

Work Profile

1. Strategy

The post holder will contribute to the directorate's service plan together with the work programmes and strategies for the Food and Safety team. They may also be asked to contribute to wider strategies such as the Health and Wellbeing Strategy from the perspective of food safety and health and safety activities.



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

2. Performance

The post holder will support the Environmental Health Manager in ensuring 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 Food and Safety team. 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.

3. 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, through the delivery of a newly focused Food and Safety function that upholds rigorous standards and adds value.

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.

4. Resource Management

The post holder is responsible for line management.

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.

5. Supervision and Management

The post holder is responsible for the line management and this includes undertaking duties such as annual leave authorisation, appraisals, sickness management.



6. 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.

7. Communications

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 to residents and businesses.

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.

8. Main Contacts Associated with Principal Duties

The post holder will be in regular contact with their Line Manager, Head of Service, their team and partner agencies in order to progress workloads and particular cases.

9. 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 assist in organising the rota for, the out-of-hours standby service.



10. 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 of food and safety within premises in the borough and where possible or reasonable, to provide recommendations for mitigating action.

11. Working conditions

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

12. 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.

13. 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.

14. Core Tasks

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

15. 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.

16. Legislation

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



17. Training & Development

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

18. I.T.

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

19. 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.

20. 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 in relation to the food safety and health and safety interventions and will need to exercise diplomacy, sensitivity and discretion to avoid reputational damage to the Council, or breaches of confidential data.

21. Work Context

This is an important role in both in strengthening and maintaining the food and safety division's standards and practices. The post holder will work closely with other members of Environmental and Community Protection and other teams across the Council. They may also liaise with external bodies such as the Food Standards Agency and the Health and Safety Executive.

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.

22. Physical Demands

The role involved undertaking inspections on site at business premises within the borough, which may include several in one day.



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

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 registration by the EHORB or equivalent	X		A
	Holds chartered status with the Chartered Institute of Environmental Health		X	A
	Full clean driving licence and use of own vehicle or equivalent mobility	X		A, I
	Knowledge and experience of legal proceedings	X		A, I
	Current knowledge of relevant work areas and related legislation	X		A, I
	To be able to demonstrate competence in food safety and health & safety regulation / service delivery	X		A, I
	Previous experience of food safety and/or health & safety regulation / service delivery		X	A, I
	Relevant qualifications in the functional areas food safety and/or health and safety		X	A, I



	IOSH Diploma in Occupational Health & Safety (or equivalent) or willingness to undertake such study		X	A
	Management or supervisory qualification		X	A
Planning and organising work	Ability to work to tight deadlines on a wide variety of tasks	X		A, I
	Methodical and well organised, with a commitment to providing a quality service and attention to detail	X		A, I
Planning capacity and resources	Experience of supervising Environmental Health Officers and Technical support staff (or equivalent)	X		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	X		A, I
	Experience of attendance and representation at Regional groups.		X	A, I
	Able to successfully demonstrate strong interpersonal and management skills	X		A, I
	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	X		A, I
	Able to engage with a range of internal and external stakeholders in the production of reports, information and communications.	X		A, I



PROBLEM-SOLVING Using initiative to overcome problems	Ability to identify a range of appropriate solutions to issues and problems.	X		A, I
	Ability identify and implement solutions to issues and be a champion of change.	X		A, I
Managing risk	Ability to take a risk-based approach to intervention planning and to consider and assess risks associated with improving services and raising standards.	X		A, I
	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	X		A, I
	Ability to review team performance along with wider service performance and seek to continuously improve through implementation of changes on a regular basis.	X		A, I
	Ability to promote change in a positive manner to others	X		A, I
ACCOUNTABILITY and RESPONSIBILITY Undertakes tasks without supervision	Ability to work independently and take ownership of key responsibilities of the post	X		A, I
	Able to demonstrate resilience in the performance of the role.	X		A, I
Other	Commitment to Equality	X		A,I
	Commitment to Health & Safety	X		A,I
	Satisfactory Baseline Personnel Security Standard Check	X		Document Checks (includes Basic DBS)
	Must be prepared to work out of normal office hours if required	X		I



	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		A,I
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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.

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

Signed Line Manager	Signed Head of Service	
Print Line Manager	Print Head of Service	Date