



ROLE PROFILE

Role Title:	Senior Environmental Health Officer – Environmental Protection
Service:	Environmental and Community Protection, Housing and Regulatory
Directorate:	Place and Community
Accountable to:	Principal Environmental Health Officer
Grade:	PO1
Car Category:	Essential
Work Style:	Flexible office based worker

Purpose of role

- To ensure, within the District, that:
 - Levels of pollution in air, water and on land are such that they do not adversely affect people's health or the environment;
- Proactive advice in relation to planning and licensing is provided to reduce the impacts on the local population/environment.

Key Objectives

1.	To respond to complaints and inspect premises/land under all relevant environmental protection and public health legislation, having regard to agreed procedures, Work Instructions and Codes of Practice; to advise on standards and take appropriate enforcement action (including serving notices, producing prosecution files and appearing in court) as necessary. Such complaints will include statutory nuisance complaints, drainage issues, filthy or verminous premises and land which may attract or harbour public health pests.
2.	To liaise with other Council Directorates and external organisations as necessary; to examine appropriate planning applications/enquiries and premises licence applications,





	variations and temporary event notices and provide advice, responses and guidance on Environmental Health issues relevant to the work of the section.
3.	To conduct inspections of permitted processes and risk assess them in accordance with their risk rating, assessing the site in accordance with the relevant guidance. To respond to permit applications for Prescribed Processes and prepare/vary Permits as required. To respond to complaints, monitor on-site activity and emissions in accordance with relevant guidelines and take enforcement action as necessary.
4.	To allocate and check work for the sections technical staff and student EHO (when applicable), within the team.
5.	To undertake projects related to the work of the team as required by the Principal EHO/ Environmental Health Manager for example in relation to air quality, emergency planning or business continuity.
6.	To carry out work in relation to the contaminated land through the planning process or proactively.
7.	To arrange for public health funerals, in cases where satisfactory arrangements are not being made.
8.	To investigate incidents involving risks to health and take appropriate action and take environmental samples as necessary.
9.	To participate as one of the Council's "Out of Hours" officers as part of a team on a rota basis.
10.	To achieve personal work programme targets and to meet pre-set deadlines; to keep appropriate computer records, prepare reports, and to assist in the completion of statistical returns as required by the Corporate Director – Place and Community, the Head of Service and the Environmental Health Manager.
11.	To keep the Environmental Health Manager informed about controversial and sensitive issues.



12	To train and assist with the supervision of student EHO's and other seconded or visiting students or staff from partner agencies.
13	To assess applications for chimney height approval and advise the Environmental Health Manager regarding approval/refusal of applications.
14	To undertake all duties in an efficient and consistent manner.
15	To work outside normal office hours when required to do so by the Corporate Director Place and Community, Head of Service or Environmental Health Manager.

Scope

The post holder will perform a key role in ensuring that environmental and public health standards in the borough are maintained and where needed, improved upon. The post holder will work closely with other members of Environmental and Community Protection Services and other teams across the Council. They may also liaise with external bodies such as the Environment Agency, Utility Companies, Health and Safety Executive, the police.

Work Profile

1. Strategy

The post holder will support the delivery of the division's service plan together with the work programme for the Environmental Protection 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 help to mitigate any risks to the delivery of high performance standards.

2. Performance

The post holder will support the Principal EHO in ensuring that set standards are achieved and maintained particularly. They be responsible for the delivery





of their own objectives, priorities and targets including those associated with continuous improvement and in developing a more evidence/ intelligence-led approach for the Environmental Protection team.

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

3. Service Quality

The post holder will have a 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 Environmental Protection function that upholds rigorous standards and adds value.

They will contribute to the development and monitoring of 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 does not have line management responsibility for other staff, nor any budget management responsibility.

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

5. Supervision and Management

The post holder does not have line management responsibility for other staff.

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/ case reports at agreed intervals, to the Principal EHO, Environmental Health Manager 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 Principal and Service Manager, their wider 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.

10. Risk Management

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

The post holder, alongside the Principal EHO and Environmental Health Manager will be responsible for ensuring that effective systems are effectively used to identify risks relating to standards of Environmental Protection 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 and be involved in the training of others.



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 Principal EHO and Environmental Health Manager.

20. Decisions and Consequences

The post holder will generate ideas and suggestions for consideration by the Principal EHO and Environmental Health Manager. They 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 Environmental Protection team's standards and practices. The post holder will work closely with other members of Environmental and Community Protection Services and other teams across the Council. They may also liaise with external bodies such as the Environment Agency, Utility Companies, Health and Safety Executive, the police.

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. Carrying equipment and wearing PPE as appropriate.



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	X		A
	Full UK driving licence	X		A
	Knowledge and experience of legal proceedings	X		A, I
	Current knowledge of relevant work areas	X		A, I
	Use of IT	X		A, I
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	Delivery of results under pressure	X		A, I
	Planning for long-term projects & deliverables	X		A, I
Influencing and interpersonal skills	Able to successfully demonstrate strong interpersonal and case 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	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, T
PROBLEM-SOLVING	Ability to identify a range of appropriate solutions to issues and problems.	X		A, I
Using initiative to overcome problems	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 inspections and to consider and assess risks associated with improving services and raising customer 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 measures to effectively track and monitor service performance	X		A, I
	Ability to review individual service's 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	Ability to work independently and take ownership of key responsibilities of the post	X		A, I
Undertakes tasks without supervision				



	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)
	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
	Full clean driving licence	X		X
	Must be prepared to work out of normal office hours if required	X		X

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

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



