



JOB DESCRIPTION

- This form summarises the purpose of the job and lists its key tasks.
- It may be varied from time to time at the discretion of the Authority, in consultation with the post holder.

Job Title:	Technical Officer (Commercial)		
Reports to:	Senior Environmental Health Practitioner (Commercial) / Senior Officer – Environmental Health (Commercial)	Team:	Housing and Health
Last Updated:	January 2019	Grade:	7

JOB SUMMARY

- To work towards a safe and healthy environment for the residents, workers and visitors of East Herts, through the undertaking of work detailed in the Job Description.
- To undertake a range of functions in the area of Environmental Health including:
 - Commercial - food safety, occupational health and safety, private water supplies, environmental health licensing, infectious disease control
- For each of the functions above, working within established procedures, undertake a graduated approach to enforcement ranging from informal action, to issuing written warnings and formal notices, to conducting interviews under PACE and preparing prosecution files.
- To support the effective delivery of the Environmental Health team’s functions by using professional skills and knowledge to identify, investigate, analyse, evaluate and advise on issues and solutions relating to the ‘commercial’ areas of environmental health.
- To play an active role in delivering the highest quality Environmental Health services possible including working across service boundaries to deliver the Council’s priorities.

KEY TASKS

The above list is not intended to be exhaustive but merely to indicated the work range and core job content of the post, neither is the list arranged in priority order.

Operational Responsibilities

- Carry out proactive and reactive inspections and investigations as allocated in the 'commercial' areas of Environmental Health.
- Take appropriate enforcement action (informal warnings, service of notices, issuing fixed penalty notices, give evidence in court, obtain warrants to enter premises etc) in accordance with council policies and procedures and initiate legal proceedings as necessary.
- Respond to and action requests for service in respect of the 'commercial' areas of Environmental Health within target times and in accordance with council procedures. Initiate enforcement action where necessary. Support other officers undertaking enforcement duties.
- Assist in the planning and undertaking of a programme of food sampling as required.
- Actively seek out and identify, new businesses, unlicensed businesses or operators and take appropriate enforcement action, in line with established procedures.
- Actively support the environmental health work associated with festivals and large events including working with partner organisations and representing the team at the Safety Advisory Group as needed.
- Help to support a culture of commercial awareness, continuous improvement and innovation.
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- To assist with the development and implementation of schemes designed to improve the areas of work in the 'commercial' areas of Environmental Health.
- Manage your own caseload in accordance with Council procedures and keep effective records.

Management / Supervisory / Team Working Responsibilities

- Work with the Senior Environmental Health Practitioners and Service Manager to assist in the formation and implementation of procedures.
- Support other officers within the team in the delivery of statutory duties, service plans and Council priorities.
- Enthusiastic and flexible approach to work.
- Work with other members of the team to meet performance targets.
- Participate in staff meetings and team briefings.

Service Delivery

- Work within established standards of customer care in all aspects of the work in accordance with Council policy.

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- Deliver those elements of the team's service plan which are within the post's remit.
- To handle personal and sensitive data in accordance with the Council's data protection obligations.
- Ensure that all work is undertaken in accordance with relevant policy and procedures and within the laid down performance standards.
- Support senior officers by providing the necessary information to enable monitoring of the team's performance against relevant performance indicators, policies and strategies.
- To assist in the training of students and other officers.

Communication & Contacts

- Liaise with the relevant Senior Environmental Health Practitioner or Service Manager in respect of service delivery.
- Participate in the planning and implementation of health education and promotion activities as needed.
- Represent your services and/or the department and/or the Council at internal, external & public meetings as required.
- Act as an advocate for the council and create opportunities to enhance the council's performance, reputation and image externally with local and other stakeholders.
- Work constructively with:
 - Immediate supervisor, colleagues and other customers
 - Council Members and Officers
 - Senior Managers in other agencies
 - Senior Managers in the commercial sector
 - Members of the public
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Financial / Budgetary Responsibilities

- Support Senior Environmental Health Practitioners and Service Managers to ensure correct spend against departmental budgets.
- Support Senior Environmental Health Practitioners and Service Managers to ensure appropriate fees are paid to the Council for services received.

Other

- Maintain professional qualifications and registrations at all times, including adherence to training requirements imposed by professional standards or Codes of Practice.
- Advise the appropriate Senior Environmental Health Practitioner or Service Manager when any of the above matters cannot be achieved.

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- Carry out other duties compatible with the nature of the post, including evening and weekend work, as may be necessary from time to time.

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PERSON SPECIFICATION

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Last Updated:	January 2019	Grade:	7

KEY CRITERIA	JOB REQUIREMENTS		SCORED F/I/A
	ESSENTIAL	DESIRABLE	
Qualifications	<ul style="list-style-type: none"> • Certificate of registration with the Environmental Health Registration Board (EHRB) for the ‘Higher Certificate in Food Premises Inspections’. 		F
	<ul style="list-style-type: none"> • Valid, full driving licence. 		F
	<ul style="list-style-type: none"> • Core competencies (as identified by the RDNA toolkit (http://rdna-tool.bis.gov.uk/) for each of the regulatory areas listed in the Job Summary are met. 		A

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KEY CRITERIA	JOB REQUIREMENTS		SCORED F/I/A
	ESSENTIAL	DESIRABLE	
		<ul style="list-style-type: none"> Experience of working within an Environmental Health team. 	F/I
Job Specific Skills & Knowledge	<ul style="list-style-type: none"> Demonstrable experience of effectively having planned, prioritised and managed own workload. 		I/A
	<ul style="list-style-type: none"> Excellent IT skills, including Excel, Word and PowerPoint with the ability to quickly learn new packages as required. 		F/A
	<ul style="list-style-type: none"> Competent to carry out the core functions of the Job Description. 		
	<ul style="list-style-type: none"> Evidence of practical implementation of specialist knowledge in the areas listed in the Job Description. 		F/I
	<ul style="list-style-type: none"> Possession of investigative and analytical skills necessary for dealing with telephone complaints, customer feedback and assessing complex data / technical reports. 		F

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KEY CRITERIA	JOB REQUIREMENTS		SCORED F/I/A
	ESSENTIAL	DESIRABLE	
	<ul style="list-style-type: none"> • Able to demonstrate an up to date knowledge in key areas of work as stated in the Job Description. 		
	<ul style="list-style-type: none"> • Ability to carry out calculations methodically and accurately 		
		<ul style="list-style-type: none"> • Able to lecture on training courses. Registration as a trainer with the CIEH for Food Hygiene/Health and Safety courses is desirable. 	F
		<ul style="list-style-type: none"> • Good working knowledge of service areas within Environmental Health and the wider Council. 	
		<ul style="list-style-type: none"> • Experience of undertaking enforcement action in the areas listed in the Job Description. 	
		<ul style="list-style-type: none"> • Experience of giving evidence in court. 	
		<ul style="list-style-type: none"> • Experience of Idox Uniform (a bespoke Environmental Health system). 	F

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KEY CRITERIA	JOB REQUIREMENTS		SCORED F/I/A
	ESSENTIAL	DESIRABLE	
		•	
		•	
Management / Supervisory / Team Working	• Able to work without supervision as well as prioritise and manage your own workload.		F/I
	• Evidence of having contributed to the efficient functioning of a team.		F/I
	• Able to participate in service delivery as part of a team.		F/I
	• Enthusiastic and flexible approach to work.		I
Service Delivery	• Understanding of the principles of good customer care and a demonstrable commitment to meeting them.		F/I
	• Understanding of and commitment to the principles of equal opportunities.		
	• Appreciation of the roles and expectations of customers and commitment to meeting them.		F/I

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KEY CRITERIA	JOB REQUIREMENTS		SCORED F/I/A
	ESSENTIAL	DESIRABLE	
	<ul style="list-style-type: none"> Excellent written skills, with the ability to write schedules of work, summarise accurately and convey complex information 		
	<ul style="list-style-type: none"> Understanding of the scope for commercial thinking within a public sector setting 		
	<ul style="list-style-type: none"> Flexible approach to work, with a keenness to adapt and develop new ideas and initiatives to meet changing work requirements 		F/I
Communication & Contacts	<ul style="list-style-type: none"> Experience of giving presentations to a variety of audiences 		F/I
	<ul style="list-style-type: none"> Able to deal with enquiries calmly, and with tact and discretion 		
	<ul style="list-style-type: none"> 		
	<ul style="list-style-type: none"> Good written and verbal skills. 		F/I
	<ul style="list-style-type: none"> Demonstrate good interpersonal skills including the ability to effectively negotiate and influence. 		F/I

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KEY CRITERIA	JOB REQUIREMENTS		SCORED F/I/A
	ESSENTIAL	DESIRABLE	
	<ul style="list-style-type: none"> Ability to work constructively and effectively with members of the public, Senior Managers, businesses and other customers. 		
	<ul style="list-style-type: none"> Experience of contact with a wide range of individuals, professionals and organisations, especially those involved in matters in the job summary. 		
	<ul style="list-style-type: none"> Able to deal calmly with aggressive or difficult customers. 		
	<ul style="list-style-type: none"> Able to grasp and analyse information quickly and make appropriate decisions. 		F/I
Other	<ul style="list-style-type: none"> Smart business-like appearance. 		I
	<ul style="list-style-type: none"> Able to undertake site visits in a range of natural and built environments including confined spaces such as cellars and lofts. 		I
	<ul style="list-style-type: none"> A positive, "can do" attitude 		

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KEY CRITERIA	JOB REQUIREMENTS		SCORED F/I/A
	ESSENTIAL	DESIRABLE	
	<ul style="list-style-type: none"> Ability to work outside of office hours as required 		
	<ul style="list-style-type: none"> Flexible in office location and working practices 		
	<ul style="list-style-type: none"> Willing to undertake necessary training. 		
	<ul style="list-style-type: none"> Ability to travel as required, including access to a suitable motor vehicle. 		F

Key:

F = Application Form

I = Interview

A = Assessment

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