



## JOB DESCRIPTION

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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 postholder.

|                     |   |
|---------------------|---|
| <b>Job title</b>    | Technical Officer (Commercial)                              |
| <b>Reports to</b>   | Environmental Health Practitioner – Commercial Team Manager |
| <b>Team</b>         | Environmental Health / Housing and Health                   |
| <b>Grade</b>        | 7   |
| <b>Last updated</b> | September 2024  |

## Job Summary

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- 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, health and safety, private water supplies, environmental health licensing (animal activities, zoos, mobile homes, dangerous wild animals, skin piercing, street trading) and 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 'environment' 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**

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### **Operational Responsibilities**

- Maintain your competency and up to date knowledge to enable you to provide technical and legislative advice to local businesses and residents.
- In addition to carrying out a range of proactive inspections and investigations, respond to and action requests for service in accordance with council procedures. Initiate enforcement action where necessary, in consultation with the appropriate Senior Environmental Health Practitioner.
- Action requests for service in respect of food, health and safety and licensing areas of Environmental Health. Initiate statutory action where necessary.
- Carry out investigations in relation to accidents, food poisoning outbreaks and infectious disease reports and take action as necessary.
- To plan and undertake, in conjunction with District Environmental Health Officers, a programme of food sampling as required.
- To carry out other duties as may from time to time be necessary, compatible with the nature of the post, including some evening and weekend work.
- To appear in court as necessary in connection with enforcement duties under health and safety, food legislation, and environmental health licences.

### **Team Working Responsibilities**

- To Work with other members of the team to meet performance targets.
- Participate in staff meetings and team briefings.
- Assist in the training of students and other officers.

### **Service Delivery**

- While working to a high standard of customer care, ensure your work is undertaken in accordance with the relevant policies and procedures and within established performance standards.
- To be available to work outside normal office hours when required.

- To ensure that all work relating to food, health and safety and licensing is in accordance with relevant policy and procedures and within performance standards.

### **Communication & Contacts**

- Liaise with the relevant senior officer or service manager in respect of service delivery.
- Participate in the planning and implementation of health education and promotion activities as needed.
- 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
- Model the council's values and behaviours.

### **Other**

- Maintain professional qualifications and registrations at all times, including adherence to training requirements imposed by professional standards or Codes of Practice.
- Prioritise your own professional development and strive to ensure your professional knowledge is up to date.
- Carry out other duties compatible with the nature of the post, including weekend and evening work, as may be necessary from time to time.



## PERSON SPECIFICATION

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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 postholder.

|                     |   |
|---------------------|---|
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| <b>Reports to</b>   | Environmental Health Practitioner – Commercial Team Manager |
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We want the postholder to be able to demonstrate the following competencies to a high level and want to use these to the full in their work. This is more important than having a great deal of direct experience of the job content, and we will be looking for evidence of all the following key competencies during the selection process, if you are shortlisted.

- Personal effectiveness
- Proactive
- Managing relationships
- Communication
- Customer focus
- Commercial focus\*

## Key Criteria

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### Qualifications and Experience

- Certificate of registration with the Environmental Health Registration Board for the 'Higher Certificate in Food premises Inspection'
- Certificate of registration with the Environmental Health Registration Board (EHRB) for the 'Higher Certificate in Food Control' or equivalent.

- 5 GCSE's (or equivalent) at grade 4 or including English and Maths.
- Evidence of Continuing Professional Development (CPD) in matters related to the job summary.

### **Specialist Knowledge and Job Requirements**

- Evidence of effectively having planned, prioritised and managed own workload.
- Evidence of practical implementation of knowledge relevant to the post
- Possession of investigative and analytical skills necessary for dealing with telephone complaints, customer feedback and assessing complex data / technical reports.
- Able to demonstrate an up-to-date knowledge in key areas of work as stated in the Job Description.
- Excellent IT skills, including Excel, Word and PowerPoint with the ability to quickly learn new packages as required.

### **Team Working**

- Excellent organisational skills, with the ability to work without supervision, prioritise work to meet deadlines, and a concern for order and accuracy.
- Enthusiastic and flexible approach to work and a positive, "can do" attitude.
- Evidence of having contributed to the efficient functioning of a team.

### **Service Delivery**

- Understanding of the principles of good customer care.
- Understanding of and commitment to the principles of equal opportunities.
- Appreciation of the roles and expectations of customers and commitment to meeting them.

### **Communication & Contacts**

- Good written and verbal skills, with the ability to write schedules of work, summarise accurately and convey complex information.
- Ability to carry out calculations methodically and accurately.
- Ability to grasp and analyse information quickly and make appropriate decisions.
- Experience of producing and presenting accurate professional and technical reports.

- Ability to work constructively and effectively with members of the public, councillors, Senior Managers, businesses, and other customers.
- Able to deal with enquiries calmly, and with tact and discretion. Able to deal calmly with aggressive or difficult customers.

### **Other**

- Valid, full driving licence and access to a suitable motor vehicle.
- Physically capable of working in a range of natural and built environments including but not limited to building sites, residential and commercial properties and confined spaces.
- Ability to work outside of office hours.
- Smart business-like appearance.
- Flexible in office location and working practices.
- Willing to undertake necessary training.
- The council is committed to safeguarding and promoting the welfare of all its residents specifically children and vulnerable adults. The council expects all its staff to have an understanding of Safeguarding and to share this commitment.