



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 postholder.

Job title	Technical Officer (Residential)
Reports to	Residential Team Manager
Team	Environmental Health / Housing and Health
Grade	7
Last updated	September 2024

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:
 - Residential – housing standards, HHSRS assessments, houses in multiple occupation, fire safety, housing grants, home energy efficiency, public health and EPA in relation to housing.
- 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 'residential' 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

Operational Responsibilities

- Action requests for service in respect of the “Residential” areas of Environmental Health within target times and in accordance with council procedures.
- Carry out a range of proactive inspections and investigations in accordance with council procedures. Actively seek out and identify potential houses in multiple occupation (HMO) and unlicensed HMOs.
- Initiate enforcement action across the range of legislation enforced relating to rented properties where necessary, in consultation with the appropriate Senior Environmental Health Practitioner. To appear in court as necessary in connection with enforcement duties.
- Help to support a culture of commercial awareness, continuous improvement and innovation.
- To assist with development and implementation of schemes designed to improve the areas of work in the ‘residential’ areas of Environmental Health.
- To assist in the promotion of home energy efficiency.
- Arrange for the maintenance and calibration checks on equipment used in residential area. 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.

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

- Maintain your competency and up to date knowledge to enable you to provide technical and legislative advice to other departments within the Council, partner agencies, local businesses and residents.
- 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.
- Manage your own caseload in accordance with Council procedures and keep effective records.
- Handle personal and sensitive data in accordance with the Council’s data protection obligations.

- Support senior officers by providing the necessary information to enable monitoring of the team's performance against relevant performance indicators, policies and strategies.
- Be available to work outside normal office hours when required.

Communication & Contacts

- Liaise with the senior officers, team managers and 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.
- 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.
- 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

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.

Job title	Technical Officer (Residential)
Reports to	Residential Team Manager
Team	Environmental Health / Housing and Health
Grade	7
Last updated	February 2026

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 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

Qualifications and Experience

- A relevant qualification in Building Construction at level 3 or above, or relevant experience in Building Construction or Housing
- 5 GCSE's (or equivalent) at grade 4 or including English and Maths.
- Housing Health and Safety Rating Scheme certificate of competency

- Evidence of Continuing Professional Development (CPD) in matters related to the job summary.

Specialist Knowledge and Job Requirements

- Knowledge of building construction and defects.
- 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.
- Evidence of effectively having planned, prioritised and managed own workload.

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.