



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	Senior Technical Officer (Environment)
Reports to	Environmental Health Practitioner – Environment Team Manager
Team	Environmental Health / Housing and Health
Grade	8
Last updated	August 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:
 - Environment – including noise, statutory nuisances, foul drainage, environmental protection, pollution prevention & control, air quality and contaminated land and any other aspect of public health.
- 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

Operational Responsibilities

- Maintain your competency and up to date knowledge to enable you to provide technical and legislative advice to local businesses and residents.
- Deliver efficient, customer-focused services underpinned by a can-do approach while ensuring excellent customer satisfaction and ensuring the success of the Council is in line with its vision and corporate priorities.
- 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.
- In consultation with the appropriate Senior Environmental Health Practitioner, take appropriate enforcement action (informal warnings, cautions, service of notices, issuing fixed penalty notice, obtaining warrants to enter premises etc) in accordance with council procedures and initiate legal proceedings where necessary. Attend court hearings, committee meetings and public meetings to provide expert advice.
- To provide specialist technical advice and support to colleagues in relation to the 'environment' areas of Environmental Health.
- Provide appropriate specialist knowledge on 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.
- Working with the Senior Environmental Health Officer (Environment) help develop alternative enforcement programmes for our lower risk food premises and health and safety premises based on local and national intelligence as well as providing officers with the necessary training and briefings to ensure effective delivery.

Management / Supervisory / Team Working Responsibilities

- Together with managing your own caseload in accordance with Council procedures and keeping effective records, you will provide support and guidance to members of the team ensuring best practice is shared.

- Work with the Senior Environmental Health Practitioners and Service Manager, to assist in the formulation and implementation of policy and procedures.
- 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.
- Support in the delivery of the team's service plan.
- Assist in the preparation of legal paperwork including case files and statements. Attend court hearings, committee meetings and public meetings, as needed, to provide expert advice.
- Actively seek out and identify unlicensed/unregistered businesses and/or operators and taking appropriate enforcement action, in line with the enforcement policy.
- Support senior officers by providing the necessary information to enable monitoring of the team's performance against relevant performance indicators, policies and strategies.

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.
- 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

- Model the council's values and behaviours

Financial / Budgetary Responsibilities

- Support senior officers and service managers to ensure correct spend against departmental budgets.
- Support senior officers 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.
- Prioritise your own professional development and strive to ensure your professional knowledge is up-to-date.
- Deputise for Senior Environmental Health Practitioners when required.
- To liaise with the Service Manager – Environmental Health in respect of service delivery and advise them when any of the above matters cannot be achieved.
- 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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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

Qualifications and Experience

- Institute of Acoustics diploma in acoustics and noise 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.
- Experience of working in noise control.

Specialist Knowledge and Job Requirements

- Competent to carry out the core functions of the Job Description.
- Significant experience in Environmental Health practice with evidence of practical implementation of specialist knowledge, including the use of a range of enforcement options.
- 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.
- Evidence of effectively having planned, prioritised and managed own workload.
- Excellent IT skills, including Excel, Word and PowerPoint with the ability to quickly learn new packages as required.

Management / Supervisory / 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.
- Ability to provide support and supervision for other team members on technical matters and case management.
- Proven track record of project management.

Service Delivery

- Keenness to adapt and develop new ideas and initiatives to meet changing work requirements.
- Understanding of the principles of good customer care and a demonstrable commitment to meeting them.
- Understanding of and commitment to the principles of equal opportunities.

- Appreciation of the roles and expectations of customers and commitment to meeting them.
- Excellent written skills, with the ability to write schedules of work, summarise accurately and convey complex information.
- Understanding of the scope for commercial thinking within a public sector setting.
- Ability to carry out calculations methodically and accurately.
- Experience of producing and presenting accurate professional and technical reports.
- Ability to grasp and analyse information quickly and make appropriate decisions.

Communication & Contacts

- Excellent interpersonal skills, with demonstrable experience of acting with confidence and credibility with a wide range of individuals, professionals and organisations, to positively influence and achieve a desired outcome.
- Experience of summarising technical and complex information to produce briefing notes for elected members and senior managers.
- Able to deal with enquiries calmly, and with tact and discretion. Able to deal calmly with aggressive or difficult customers.
- Ability to make presentations to a variety of audiences.
- Ability to work constructively and effectively with members of the public, Senior Managers, businesses and other 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.
- Political awareness with regards to how the political structure within the Council may influence existing and new strategies and policies as well as the team's work.

- 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.