

# JOB PROFILE

<b>Job Title:</b>	Environmental Health Technical Officer
<b>Service Area:</b>	Environmental Health
<b>Grade:</b>	Level 1 – 6, Level 2 – 7, Level 3 – 8 (Senior)
<b>Reporting Manager:</b>	Commercial Team Manager
<b>Direct reports:</b>	None

## Grading

**Level 1** = Newly appointed officer with no prior environmental health experience or skills.

**Level 2** = Technical Officer with substantial environmental health experience in one or more of the key service disciplines, or a Student Environmental Health Practitioner (EHP) in their final year, or equivalent. Officer starting at Level 2 will be competent in sector specific regulatory and enforcement powers and actions.

**Level 3** = Technical Officer with substantial environmental health experience in all of the key service disciplines within the commercial team, or a qualified EHP with less than 1 years' post Environmental Health Practitioner qualification experience, or equivalent.

## Job summary:

Responsible for carrying out advisory and, subject to the grade, regulatory duties in respect to a range of environmental health functions and to investigate and resolve service requests covering a wide range of commercial environmental health issues, including private water supplies, public health issues, licensing consultations, food and health and safety issues and statutory nuisance.

The role will involve, but is not limited to, sampling of water from private supplies, sampling of food and other items associated with public health, the undertaking of investigations, inspections of premises, checking compliance with environmental health and licensing legislation, the provision of advice, gathering of evidence, and undertaking enforcement action when required and authorised to do so and overseeing the level and condition of physical resources used by the team. You will also help deliver the Councils public health function, for example with regard to public health funerals and smoke free enforcement.

Level 2 and 3 officers will be given enforcement powers within their respective environmental health service area and may be required to prosecute non-compliance.

Level 3 officers will be given task specific projects to develop and deliver, including the production of service specific operating procedures, and to ensure consistency of these throughout the service.

## Key responsibilities:

### Level 1

- 1.1 To investigate and record complaints made to the Council, including gathering relevant evidence, relating to a range of environmental health legislation enforceable by the Council.



- 1.2 To undertake programmed inspections or other interventions relating to premises for which the Environmental Health Team is responsible for regulating or enforcing, under the direction of the Environmental Protection & Housing Manager (EP&H) and/or Commercial Team (CT) Manager.
- 1.3 To assist with enforcement activities including the collection of evidence, the drafting of formal notices, assisting with the preparation of case papers for prosecutions, and, where necessary attending court to give evidence.
- 1.4 To undertake private water supply sampling, including preparing and ordering of necessary equipment, contacting supply owners and liaising with the laboratory.
- 1.5 To undertake food and public health sampling, using appropriate equipment, including liaising with the appropriate laboratory to ensure the correct equipment is delivered in a timely manner and samples are collected appropriately for analysis.
- 1.6 To provide technical support to colleagues in all parts of the Environmental Health or other Council services as may be reasonably required.
- 1.7 To assist with the monitoring, management, and regulation of outdoor events.
- 1.8 To start to develop and maintain a good understanding of environmental health concepts and principles specifically within the discipline employed, i.e., Private Water Supplies, Health and Safety, Food Safety, or Public Health, to begin to develop the ability to identify and interlink key aspects of Environmental Health to improve the effectiveness and efficiency of the service as a whole and the welfare of our communities.
- 1.9 To keep and maintain paper and electronic office records, produce reports, and assist with completing statistical returns as required.
- 1.10 The carrying out of such environmental health duties as the CT or EP&H managers may require, including work outside normal office hours or out of the district from time to time.
- 1.11 On a rota basis, to participation in the weekend noise call out service, for which an additional payment is made. This service is currently suspended but may be re-introduced should the need arise, and legal provisions develop to ensure its effectiveness.
- 1.12 To manage the physical resources used by the team including the calibration of complex equipment and maintenance of sampling and evidence gathering equipment.

*Level 2 (In addition to Level 1)*

- 1.13 To further develop and maintain an in-depth understanding of environmental health concepts and principles across all environmental health disciplines within the appropriate service employed, i.e., Private Water Supplies, Statutory Nuisance, Health and Safety, Food Safety, and Public Health, to develop the ability to identify and interlink all aspects of Environmental Health to improve the effectiveness and efficiency of the service as a whole.
- 1.14 Review, and where necessary propose to update or amend service procedures as required, or as omissions, revisions or the need for changes become apparent.

*Level 3 (In addition to level 1 & 2)*

- 1.15 To provide specialist guidance, advice and support to team members on an on-going basis.
- 1.16 To take the lead on team training sessions as the need arises.
- 1.17 To undertake enforcement activities, including the collection of evidence, the drafting and service of formal notices, the preparation of cases for prosecution, and where necessary, attending and leading in court action.

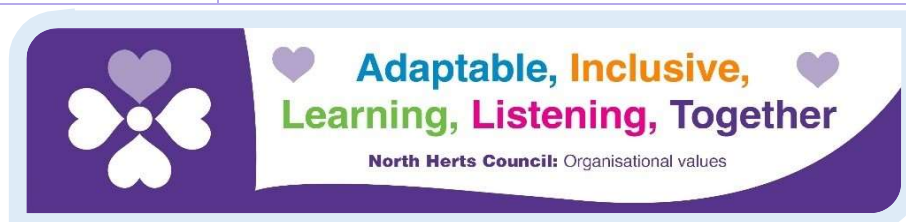


- 1.18 To develop new service procedures as required, and to ensure their understanding and adoption by colleagues.
- 1.19 To assist with the training of student Environmental Health Officers and others in furtherance of environmental health, including the planning of work and material appropriate to their needs and experience, and the checking of any work produced e.g., wording on statutory notices.

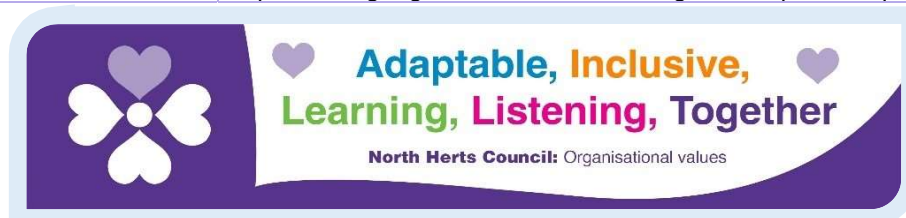
Please follow this link to read your general responsibilities:

[General responsibilities for employees | North Herts Council \(north-herts.gov.uk\)](http://north-herts.gov.uk)

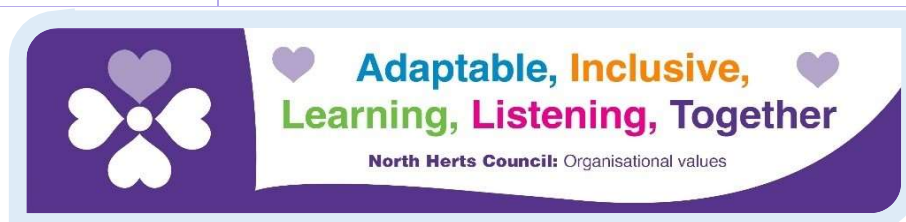
Key Requirements:		Essential desirable
<b>Qualifications:</b>	<b><u>Level 1</u></b>	
	Good standard of literacy and numeracy including Maths & English to at least GCSE level grade C (4) or equivalent.	E
	Must be willing to study and gain advanced qualifications or knowledge associated with Environmental Health such as undertaking an accredited training scheme to ensure compliance with ISO/IEC 17024 for the sampling of private water supplies, attending established private water supply training and undergoing practical food sampling training, within six months of appointment, or as agreed.	E
	An understanding of microbiology or chemistry relevant to the role including an A level or equivalent in a relevant science subject.	D
	<b><u>Level 2</u></b>	
	Have undertaken an accredited training scheme to ensure compliance with ISO/IEC 17024 for the sampling of private water supplies.	E
	Have undertaken training associated with the enforcement of private water supplies and practical food sampling training.	E
	<b><u>Level 3</u></b>	
	As level 2 with demonstratable training/qualifications in enforcement of environmental health legislation.	E
<b>Job related experience &amp; knowledge:</b>	<b><u>Level 1</u></b>	
	Experience of positively engaging or negotiating with individuals, businesses, or other organisations.	E
	Awareness of environmental health issues affecting communities in Hertfordshire	E
	Have an awareness of the role of local authorities in food, private water supplies, public health and health and safety.	E



Experience of keeping accurate and timely records of work undertaken.	E
A basic knowledge of evidence gathering, court procedures and the Police and Criminal Evidence Act.	D
Knowledge of private water supplies, food hygiene, health and safety, or similar.	D
Local Government experience, preferably in Environmental Health.	D
Regulatory experience and or a science or technical background	D
Have an awareness of the council's enforcement policy.	D
<b><u>Level 2 (In addition to level 1)</u></b>	
A minimum of 1 years' experience of working in an Environmental Health service	E
A good understanding and knowledge of Environmental Health concepts, principles, and legislation across the Commercial Environmental Health disciplines relevant to the post: (Health and Safety, Food Safety, Public Health, Private Water Supplies).	E
Ability to understand, interpret and implement relevant legislation, Council strategies, policies and procedures, and use the most appropriate for the situation in hand.	E
Have an understanding of the Council's enforcement policy.	E
In depth knowledge of the use of regulatory and enforcement powers, including service of notices and preparation of a case for prosecution/tribunal, appear as a witness in court.	E
Knowledge of evidence gathering, court procedures, the Police and Criminal Evidence Act, and any other statute or requirement linked to prosecuting and court action.	E
Being in the final year of a CIEH approved Environmental Health Practitioner (EHP) Course.	D
<b><u>Level 3 (In addition to levels 1 and 2)</u></b>	
Significant experience and technical knowledge relevant to the role particularly Private Water Supplies, Food Hygiene, Health and Safety, and Public Health regulation.	E
A detailed understanding of environmental health concepts and principles across all relevant Environmental Health disciplines: (Private Water Supplies, Health and Safety, Food Safety, Public Health), and an awareness of those regulated by the Environmental Protection & Housing Team of Environmental Health.	E
Knowledge and experience of understanding, interpreting, and implementing legislation, Council strategies and policies quickly	E



	<p>and effectively using the most appropriate route for the situation in hand. Ability support others who are less able to do so.</p> <p>Ability to conduct effective interviews to establish facts and information, including in the gathering of evidence as may be required for the purpose of legal proceedings.</p> <p>Experience in the effective use of regulatory and enforcement powers including in the use, service and checking of statutory notices.</p> <p>Experience and technical knowledge in Private Water Supplies, Food Hygiene, Health and Safety and Public Health.</p> <p>Experience in the preparation of cases for prosecution, court, or similar action, including in the preparation of court documents appearing as a witness, or leading a case in court, or similar.</p> <p>Experience in conducting interviews under PACE.</p> <p>A CIEH Registered EHP with less than 1 year's post qualification experience, or an MSC in Environmental Health.</p>	<p>E</p> <p>E</p> <p>E</p> <p>D</p> <p>D</p> <p>D</p>
<p><b>Skills &amp; attributes required for the role:</b></p>	<p><b><u>All levels</u></b></p> <p>Good oral communication skills.</p> <p>Good written communication skills.</p> <p>Ability to contribute effectively to team working.</p> <p>Ability to deal effectively with members of public, elected officials or other professional officers whilst representing and meeting the expectations of the Council.</p> <p>Confident in conversing in fluent English which is sufficient to fulfil all spoken aspects of the role.</p> <p>Ability to write effective, accurate and grammatically correct letters or other written communications.</p> <p>Able to effectively deal with conflict situations in a constructive, assertive but safe manner.</p> <p>Experience in communicating orally to small audiences.</p> <p><b><u>Level 1</u></b></p> <p>Experience of prioritising, planning, and managing own time effectively and meeting demanding deadlines with minimum supervision.</p> <p>Flexible attitude to work with experience of adapting to a changing environment and dealing with new situations in a positive and co-operative manner.</p> <p>Excellent attention to detail and accuracy of work.</p> <p>Ability to use initiative and resolve problems.</p>	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>



	Ability to correctly follow procedures.	E
	<b><u>Level 2 (In addition to level 1)</u></b>	
	The ability to identify and report on aspects of poor practise or procedure, and to identify improvements.	E
	Experience of working independently using own initiative to prioritise workloads, identify solutions and to work to set deadlines.	E
	Good oral communication skills including an ability to negotiate, arbitrate, persuade, and change people's behaviour.	E
	Ability to communicate complex legislation and guidance in a way that is appropriate for the target audience.	E
	Experience of effective and accurate report writing.	E
	Ability to interpret, understand and apply sampling results in line with legislation and guidance.	E
	Ability to interpret, understand and apply public health results in line with legislation and guidance.	E
	Experience in presenting a case to a larger audience or Licensing Committee/ Court/Tribunal/Planning Committee.	D
	Experience of writing effective and correct procedures.	D
	<b><u>Level 3 (In addition to level 1 &amp; 2)</u></b>	
	Have the ability to identify and address poor practise and update procedural instruction.	E
	Experience of evaluating situations quickly, foreseeing problems and resolution of potential situations, including where necessary, to escalate issues to the appropriate level within the Council.	E



<p><b>Other:</b></p>	<p><b><u>All levels</u></b></p> <p>Have a good standard of hearing in order to be able to assess noise nuisance complaints.</p> <p>Good IT skills including the use of MS products, in particular Outlook, Word, Excel and the internet.</p> <p>Experience of using Tascomi or other LA focused IT package.</p> <p>Willing to work out of normal office hours and be able to reach the district within a reasonable period of time to provide an expected immediate response if necessary.</p> <p>Ability to travel throughout the district with a significant amount of equipment, including outside of the normal working day, and occasionally outside of the district.</p> <p>Current full UK driving licence and access to a car for business use.</p> <p>Ability to carry out a reasonable degree of physical work where applicable, including climbing of ladders and lifting manhole/inspections chamber covers or similar.</p>	<p>E</p> <p>E</p> <p>D</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>
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Signed...

Date...

