

<p><b>JOB PROFILE - SENIOR ENVIRONMENTAL HEALTH OFFICER</b></p>	<p>Grade H</p>
<p><b>Job Purpose</b></p> <ul style="list-style-type: none"> <li>• To ensure the department’s EH commercial functions primarily relating to food hygiene and health and safety inspections, food complaints, accident reports and investigations, infectious disease investigations, are carried out in an efficient and effective way in compliance with statute, council policy and best practice.</li> <li>• To provide expert, professional and technical advice to other Council departments, external organisations, members of the public and businesses.</li> <li>• To help the Council fulfil its’ statutory duties in the full range of Environmental Health functions.</li> <li>• To be part of an Environmental health service that ensures the health, safety and wellbeing of local residents and visitors to Tamworth.</li> <li>• Carrying out interventions that ensure regulatory standards are met within local businesses, neighbourhoods, service industries and leisure facilities.</li> </ul>	<p><b>Experience</b></p> <ul style="list-style-type: none"> <li>• Experience of working in an environmental health environment or related discipline. Desirable 5 years post qualification experience.</li> <li>• Experience in carrying out environmental health functions within a local authority setting specifically food and health and safety related responsibilities.</li> <li>• Experience of preparing reports, prosecution files and policies in line with legislative requirements and presenting at meetings and court.</li> </ul> <p><b>Desirable Education and Qualification:</b></p> <p>Member of The Chartered Institute of Environmental Health  Qualification in Management  Experience of supervising and developing individuals and teams.</p>
<p><b>Functional Responsibilities</b></p> <p><b>Key responsibilities include:</b></p> <ul style="list-style-type: none"> <li>• Under the direction of the Head of Environmental Health to have direct line management responsibility for, and to ensure efficient delivery of the functions of, the EH Commercial Service in cooperation and partnership with other local authorities, organisations and statutory bodies. To make recommendations as to the future delivery of this function.</li> <li>• Under the supervision of the Head of Environmental Health to properly and efficiently manage the work of the Environmental Health Officers and Public Health Officers within the EH commercial team and to manage, train, motivate and develop staff to provide an accessible range of services which meets the needs of the community and protects and improves the quality of life and the environment for the benefit of everyone.</li> <li>• To act as the Lead Food Officer for the Authority.</li> <li>• To support the delivery of the Council’s corporate priorities.</li> <li>• To implement the service delivery plan to ensure service priorities relating to the post holders area of responsibility are delivered.</li> </ul> <p><b>Effective delivery of the Commercial EH service:</b></p>	<p><b>Knowledge, Skills and Abilities</b></p> <ul style="list-style-type: none"> <li>• Relevant degree or diploma in Environmental Health or commensurate experience</li> <li>• Chartered Environmental Health Practitioner or registered by the EHRB to practice as an Environmental Health Officer</li> <li>• Experience in service delivery of the full range of EH functions</li> <li>• Experience in undertaking investigations and determining appropriate follow- up actions, including cases leading to instigation of legal proceedings</li> <li>• Experience in dealing with members of the public, particular experience of dealing effectively with high pressure situations</li> <li>• Experience in report writing and presenting at meetings, hearings or in Court</li> <li>• Experience in the use of databases including the inputting of information</li> <li>• Experience of collating information and presenting concise reports and recommendations to the Committee.</li> <li>• An understanding of the strategic and operational role of Tamworth Borough Council in providing a range of environmental health functions</li> <li>• Knowledge of effective people management skills and ability to apply principles to day to day situations.</li> <li>• A thorough knowledge of the legislative requirements and national policy and guidance relating to one or more of the Environmental Health disciplines and knowledge of other disciplines.</li> <li>• A thorough knowledge and experience of legal and magistrates court procedures and preparing evidence for prosecution.</li> </ul>

- To carry out the duties required to implement the Council's statutory and discretionary functions and policies in respect of its Environmental Health responsibilities.
- To investigate and resolve service requests from various sources in relation to the full range of Environmental Health responsibilities in accordance with the Services procedures and guidance.
- To make recommendations on the service of statutory notice, institution of legal proceedings and approval of licences and registrations. In particular, following consultation with the Head of Environmental Health being an authorised officer under the provisions of appropriate legislation, to take appropriate action including service of notices, initiation and implementation of legal proceedings and attendance at tribunals / court hearings.
- Liaise as necessary with Council Members, officers of other departments, other Local Authorities, Government Departments, partners and members of the public at all levels preparing reports, records and correspondence as necessary.
- Attend Court to give evidence on behalf of the Council in relation to appeals and/or in respect of prosecutions.
- To attend courts of law, tribunals and public enquiries as an ordinary and expert witness.
- To assist with the review and development of policies and procedures relating to the service.
- Establish and maintain effective database and documentation management systems to ensure effective management of files and correspondence submitted as part of the commercial EH functions and maintaining records for and carry out monitoring to ensure data accuracy.
- Ensure satisfactory administration and other arrangements are established to ensure continuity of service during absence.
- Assist in reviewing and updating the Council's fees and charges in respect of the licensing service.
- To ensure that all necessary data is provided in an accurate, reliable and timely manner, and is fit for purpose in accordance with the Council's Data Protection Policies.
- To research, write and present reports to senior officers, elected members and committees as required.
- To keep accurate records on the Council and 3<sup>rd</sup> party (e.g. Government) systems
- To assist in the development, maintenance and administration of relevant systems, processes and protocols and to prepare reports and/statistical returns, as requested

- Knowledge of business/service planning, performance and financial management methods
- An awareness of modern ICT systems and the potential for their application within service.
- Able to make regular site visits and inspections away from the office
- Ability to carry out inspections occasionally working at heights and carrying equipment
- Able to work in a variety of indoor and outdoor situations including enclosed spaces and at height
- Able to prepare reports on enforcement matters
- Able to assess risks
- Capable of recognising and dealing with aggressive behaviour in an appropriate manner
- The ability to interpret information and apply relevant legislation
- The ability to analyse situations and recommend solutions within defined parameters
- The ability to assemble and interpret complex data using high level literacy and numeracy skills
- The ability to contribute to the development of strategic documents and plans
- Good report writing and presentation skills.
- The ability to lead and contribute effectively at meetings
- The ability to work under limited direction using initiative, innovation and independent action, equally to be able to work effectively within an organisational team.
- The ability to focus staff on customer service and continuous improvement.
- The ability to act decisively in pressure situations.
- Ability to interact and communicate with people at all levels including well developed negotiating and influencing skills
- Ability to manage, control and schedule budget and resources
- Ability to work under pressure, prioritise workload and meet deadlines
- Ability to manage small team of officers, including delegating work appropriately.
- Ability to work with other managers and demonstrate leadership qualities
- Project management
- Ability to keep accurate records according to agreed systems
- Strong listening skills
- Ability to demonstrate consistent attention to detail.
- Ability to work in partnership with other officers from the Council and external organisations.
- Full driving licence – this post attracts an Essential Car User Allowance

<ul style="list-style-type: none"> <li>• To manage and develop internal and external networks to maximise professional knowledge and understanding to the benefit of the service and organisation.</li> <li>• To provide advice to members, senior officers, other departments, service users and businesses on areas of specialist/professional knowledge in a timely manner and in accordance with service delivery requirements.</li> <li>• To supervise and manage officers within the team and ensure that programmed and reactive work is carried out in accordance with agreed service delivery and customer care standards.</li> <li>• To work across team/service boundaries to support service improvement and the delivery of corporate projects.</li> <li>• To be responsible for procurement of goods and services as necessary to support effective service delivery.</li> <li>• To manage revenue/capital budgets relevant to the post as directed by the Head of Environmental Healths.</li> <li>• Confer with the Head of Environmental Health as appropriate concerning any enforcement action or contentious or potentially sensitive issues.</li> <li>• To maximise opportunities for joint working with partners to improve the efficiency of service delivery processes.</li> <li>• Demonstrate a commitment to personal and professional development, working with managers to identify any gaps in skills, knowledge and expertise and plan for improvement.</li> <li>• Identify and manage risks including the use of the corporate risk management system</li> <li>• Undertake all corporate requirements on health &amp; safety, equal opportunities, data protection, safeguarding, risk management and financial regulations</li> <li>• Represent the council at external meetings as required</li> <li>• Deputise for the Head of Environmental Health as required.</li> </ul>	<ul style="list-style-type: none"> <li>• Able to take part in out of hours working when necessary to meet operational need</li> </ul>
<p><b>Strategy/Policy Development</b> Assist the development of:</p> <ul style="list-style-type: none"> <li>• Food Hygiene Service Policies and Procedures</li> <li>• Health and Safety Service Policies and Procedures</li> <li>• Licensing Policies</li> <li>• Hackney Carriage and Private Hire Licencing Policy</li> <li>• Naming and Numbering</li> <li>• Validation criteria</li> <li>• Gambling Policy</li> <li>• Contaminated Land</li> </ul>	<p><b>Attributes</b></p> <ul style="list-style-type: none"> <li>• Personal credibility with a high degree of integrity</li> <li>• Resilient and resourceful in the face of conflict and uncertainty</li> <li>• Commands the confidence of members, staff and partners</li> <li>• Self-reliant, initiator, motivator, finisher</li> </ul>

<ul style="list-style-type: none"><li>• Environmental Health Enforcement Strategy</li></ul> Review and manage relevant service contracts and retender	
<b>Additional Duties</b> <ul style="list-style-type: none"><li>• Act as project manager on corporate projects</li></ul>	
<b>Other</b> <ul style="list-style-type: none"><li>• Any other reasonable duties commensurate with the grade and general nature of the post.</li></ul>	