

Job Description

Job Title:	Environmental Health Officer
Directorate:	Social Care, Health Integration & Wellbeing
Section:	Public Protection
Responsible to:	Environmental Health Manager
Grade	Level 11

Job Purpose

1. Undertake inspection, investigations and project work in any aspects of Public Protection work and to ensure the delivery and promotion of excellent services to the businesses and people of Stoke-on-Trent.
2. Support the team's lead officers and team managers as required in the delivery of public protection performance to ensure the highest quality of service and fulfil the Council's statutory responsibilities.
3. Provide support to the team managers in the overall operation of all aspects of the Division's activities and to undertake the role of Lead Officer as required in their absence.
4. Lead various areas of specialist work as allocated by the team managers including keeping up-to-date on all legal requirements and other specialist knowledge in those areas, and for the training and updating of other staff in those areas of work.
5. Ensure the provision of high quality advice, support and enforcement to local people and local businesses to facilitate compliance with consumer protection requirements and to promote a fair, safe and healthy environment.
6. Work flexibly as directed on all aspects of the Division's workload and operations, and beyond, within legal qualification parameters.

Key Duties / Responsibilities

Strategic Management

- Assist the team managers to implement strategies for first class consumer protection investigational and project-based services with a customer-focused ethos delivering excellent services to the businesses and people of Stoke-on-Trent.
- Implement the Division's overall strategic direction, policies and objectives.
- Effectively and efficiently manage all work, projects and staff allocated by the team managers to achieve the highest standards of performance.

Service Quality

- Responsibility for contributing to the delivery of the standards and quality of services provided by the team to local people and local businesses, and be an adviser to the team managers on all aspects of service delivery within any areas of specialist work allocated.

- Review systems and procedures to ensure they are efficient, effective and facilitate the delivery of high standards of performance.

Performance

- Ensure high quality performance using a wide range of high level skills in all aspects of the team's work which meets or exceeds that of the best performing authorities.
- Organise own workload and manage and conduct all inspection, investigation, education and promotional work to the highest professional standards.
- Operationally manage and project lead allocated staff from the team as and when engaged on relevant functions.
- Effective recommendations and decision making regarding business practices and procedures.

Resource Management

- Manage projects, staff and resources as allocated in a cost effective and financially disciplined manner acting in the best interests of the Sections, Division, Department and Council at all times.

Communications

- Promote and demonstrate strong, direct and effective communication both externally and within the Sections, Division, Department, across the Council.
- Use appropriate systems and technology to best effect to ensure the efficient and effective discharge of the Sections' duties and responsibilities.
- Prepare complex reports for ultimate consideration by the Strategic Manager and/or Head of Service in relation to public protection and public health matters.
- Contribute to the development of clear communication materials for the benefit of service users.
- Maintain primary/ home authority relationships and other contacts at top management level with businesses in relation to regional, national and international operations and complex problems.

Culture

- Contribute toward achieving the Councils corporate vision and objectives.
- Ensure any project, operation or other work allocated is thorough, professional and customer focused in how it is delivered.
- Communicate clearly with an open and supportive approach at all levels and demonstrate effective team working within and beyond the Division.

- Through personal example, open commitment and clear action, value and celebrate the diversity of Stoke-on-Trent communities, ensuring equality of access and treatment in employment and service delivery.

Finance and Staffing Dimensions

- To be responsible for those staff and resources allocated by the team managers and to manage those resources efficiently and effectively to deliver the Division's objectives.
 - **Gross Revenue Budget** : NA
 - **Capital Budget**: NA
 - **Staff**: as allocated

Key Results Areas

- Deliver relevant aspects of the Division's business plan and contribute to its further development.
- Deliver customer-focussed services to the highest standards using a joined-up approach within the Section, Division, within the Council and with a range of partners and co-providers.
- Stimulate a high performance service delivery culture instilling a sense of pride, accountability and ownership amongst the Section's workforce.
- Raise the profile of the Division, the Department and Stoke-on-Trent City Council locally and regionally, so that it is recognised as a leading edge Council for the high quality delivery of commercial services in consumer protection.
- Assist the competitiveness and productivity of the businesses of Stoke-on-Trent through the delivery of accurate, consistent and helpful business advice in appropriate areas.
- Maintain the necessary levels of professional and technical expertise as required to enable the effective discharge of the Division's functions.
- Support the delivery of professional training in appropriate areas to all staff in the Public Protection Division.
- Embrace and contribute to a flexible approach to service delivery and the maintenance of a high performance culture in all personal activities and in those staff managed by the post holder.

Other matters

- Any other duties appropriate to the post.

Person Specification

Job Title: Environmental Health Officer
Directorate: Social Care, Health Integration & Wellbeing
Section: Public Protection

Minimum Essential Requirements - Evidenced by: **a:** application form **b:** test **c:** interview

	a	b	c
Knowledge and Qualifications			
A degree, diploma or equivalent qualification in Environmental Health or and evidence of continuous professional development.	✓		
A detailed professional knowledge of the legislation and other requirements and procedures relating to most areas of environmental health work.		✓	✓
Evidence of a clear understanding of Environmental Health Services with knowledge of current trends and initiatives in the sector.			✓
Experience			
Evidence of a clear understanding of Environmental Health Services with a detailed knowledge of current trends and initiatives in the sector.	✓		✓
Evidence of successfully developing effective working relationships, and partnerships with similar organisations or customer groups.	✓		✓
Evidence of successful planning and operational delivery of high quality public protection services.	✓		✓
A thorough understanding and awareness of how public protection impacts on customers, residents and visitors to the area.	✓		✓
Skills and Abilities			
Able to provide clear, balanced advice and guidance on technical and operational issues.	✓	✓	✓
Ability to influence legal compliance through the application of enforcement powers and techniques.	✓		✓
Able to project manage in a public protection based local government environment.	✓		✓
Excellent interpersonal skills with the ability to establish positive relationships with colleagues, external agencies and partners	✓		✓
Good advocacy, oral, written and presentation skills.	✓	✓	✓
Ability to contribute to the successful promotion of services to customers, businesses and the media.	✓		✓
Personal Style			
Energetic, enthusiastic, resilient and determined with the ability to work under pressure.	✓		✓
High degree of personal and professional probity, integrity and credibility that sustains the confidence of colleagues, elected members and partners.	✓		✓
Able to be a clear and effective decision maker in a challenging environment.	✓	✓	✓
A commitment to continually deliver the highest standards of service delivery	✓		✓
An ability to fulfil all spoken aspects of the role with confidence through the medium of English			✓

Conditions of Service

Job Title:	Environmental Health Officer
Directorate:	Social Care, Health Integration & Wellbeing
Section:	Public Protection
Grade:	Level 11
Salary:	£37,261 - £40,478

Duration: This is a permanent post.

Working Hours: The normal standard working arrangements will be based on a 37 hour week, working over five days between normal office hours. However, there may be flexibility in these arrangements. For more information please refer to the Flexible Working Policy.

Annual Leave Entitlement: You will be entitled to 27 days annual leave rising to 32 days after five years continuous service and eight public / bank holidays. The above entitlement will be calculated pro rata depending upon hours of work

Sickness Absence: This will be paid at basic levels. This means that any enhancements normally received for shift work, weekend working and so on will not be paid on days when you are absent from work due to sickness

Pension Provisions: For occupational pension purposes you will have the choice of:-

- a. Joining or continuing in the Local Government Pension Scheme.
- b. Arranging your own personal pension provision approved by the Inland Revenue.

Business Mileage: If you have to use your own vehicle on council business please ensure that you are insured to do so then the appropriate allowance is payable as per the national scheme.

Notice Period: Your notice period will be dependent upon the grade of the post and your continuous service.

Probation Period: New entrants to local Government service are subject to a probationary period of six months during which you are expected to establish your suitability to the post.

Equal Opportunities Monitoring: New entrants must provide details of ethnicity and disability for the starter forms to enable the city council to monitor its progress towards being an equal opportunities employer.

Medical Examination: Your employment is subject to the council's medical adviser giving medical clearance. Initially, this will take the form of a medical questionnaire.

Clothing and Uniforms: You must wear protective clothing/uniforms that may be issued to you.

Asylum and Immigration: According to the Immigration, Asylum, Nationality Act 2006 you must (if appointed) provide proof of current and valid permission to be in the United Kingdom, and valid permission to do the type of work offered.

Your continuing employment is subject to you having leave to remain and work in the United Kingdom by having a valid work permit. Should your work permit fail to be renewed at a future date, the authority would have to terminate your contract with immediate effect.

Trade Unions: As your employer, we support the system of collective bargaining in every way and believe in the principal of solving industrial relations problems by discussion and agreement. For practical purposes, this can only be conducted by representatives of the employers and of the

employees. If collective bargaining of this kind is to continue and improve for the benefit of both, it is essential that the employee's organisations should be fully representative. Therefore, it is recommended that employees become a member of a trade union represented on the relevant national joint council.

A full list of the trade unions appropriate to the type and nature of employment is available from HR.

Other Conditions of Service: Any other conditions of service are as per the Scheme of Conditions of the National Joint Council for Local Government Services as amended by decisions, rules and regulations of the City Council.