

Lancaster City Council - Job Description

Job Title:	Senior Environmental Health Officer (food and Safety)	Grade:	Grade 11	Job Code:	HHS0069
Job Family:	N/A	Job Family Group:	N/A	Reports to:	Commercial Protection Manager
Line manages:	Business Compliance Officer(s)				

Job Summary

To lead and supervise day-to-day health & safety at work functions and deliver a senior Environmental Health caseload of food inspection, investigation, regulation and health/public protection and improvement, delivering professional assessment, advice and persuasion, investigation and enforcement.
To line manage business compliance officers, providing support in complex areas and cases.

Training of environmental health officers covers a range of professional disciplines and the duties assigned to this post may change over time to meet prevailing service challenges and demands.

Direct Responsibilities

The main duties and responsibilities are:

1. To serve as the Environmental Health service's lead officer for operational delivery and assured quality and performance of assigned duties and responsibilities.
2. To attend meetings as a representative of the Service Manager and Council as required at local, regional and national events
3. To take the lead on Environmental Health surveillance, delivery and promotion in assigned geographical areas and professional disciplines.
4. To coordinate the planning, delivery and performance of assigned work programmes and projects, and to prevent and minimise adverse conditions, regulate and improve compliance within the service's remit. To do so to a high standard in line with council and service policies and strategies, plans and priorities.
5. To serve as a senior case officer and regulator, and participate in problem solving, intelligence gathering and collation of performance data.
6. To make routine and complex environmental health professional assessments as required, including formal consultations and proposed new developments, identifying needs for protection from harm and improvement of standards.
7. To conduct routine and complex programmed, reactive and targeted inspections and other interventions as required.
8. To respond, liaise with affected people and communities, undertake investigations and evidence gathering including legal statement taking and conducting formal PACE interviews under caution.
9. To deliver regulatory advice, warnings, and formal enforcement including fixed penalty notices, routine and complex statutory notices and prosecution files, with patience, appropriate assertiveness and a positive regulatory mind-set. To represent the council as a professional witness in Court as required.
10. To contribute to continuous development and improvement of the team's tactics, operating methods, operations, campaigns and communication strategies.
11. To promote close and harmonious working between council teams to optimise service delivery and outcomes for communities.
12. To develop new approaches and engage with community groups and partner agencies closely in tackling environmental health matters of concern and maximising public reassurance.
13. To coordinate with colleagues making best use of systems, techniques, equipment and external support services such as public analysts for health and environmental sampling and analysis.

Lancaster City Council - Job Description

14. To fulfil the performance and requirements of the role and demonstrate a strong commitment to ongoing learning and development.
15. To liaise and work closely with internal colleagues, such as within Housing, Public Realm, Anti-Social Behaviour, Environmental Enforcement, Licensing, Planning and Communications teams, and external stakeholders such as councillors, other local authorities, government agencies and departments, trade associations and any other individuals or groups as required.
16. To cultivate professional networking and collaborating in pursuit of efficiency, effectiveness and excellence and to optimise service delivery and outcomes for communities.
17. To provide professional assessment, advice and support for other teams and services as required

Primary Objectives compare against relevant post holder existing personal objectives with service managers

1. Lead the service's health & safety at work day-to-day service delivery, working with colleagues and partners to maintain and improve standards of public protection.
2. Serve as a senior environmental health officer personally delivering individual case assessment, problem solving, intervention, regulation and reporting in the assigned duties and responsibilities.
3. Provide a high standard of health and public protection and improvement, customer service and networking with colleagues and partner agencies, aiming to make a positive difference in our communities and to promote public reassurance.
4. Manage and deliver a personal caseload and, both personally and through supervision of others, produce timely and effective results in advice, problem solving, investigations and enforcement.
5. Maximise efficiency and service performance, making prompt and full use of the service's systems.
6. Undertake routine service quality, capability and success measurement and monitoring, and participate actively in service development and continuous improvement.
7. Lead as required in the development of assigned responsibilities furthering professional aims, needs and outcomes.
8. To coach, train and support other team members, work to build team confidence, resilience and regulatory consistency
9. Take the lead on specific assigned projects, including where necessary, drafting grant funding bids and budget management of successful grants.
10. To creatively explore and consider opportunities for commercial development that fits within the regulatory and service objectives.
11. Deliver and/or support food safety training

Staff Management Responsibilities

This role plans, organises, prioritises, tasks, manages and supervises, coaches and mentors the staff and work of the assigned duties and responsibilities. It is a key priority to develop, motivate and engage the team. There is also a significant responsibility to coordinate, motivate and engage the wider workforce / partner agency staff and managers.

This is a leadership role in terms of work programme, investigation/enforcement and project delivery within the remit of the assigned duties and responsibilities.

Knowledge & Educational Requirements

Specialised knowledge:

This role requires the following specialist knowledge, education and experience essentials

- Detailed working knowledge of health and environmental, regulatory and law enforcement policy and practice in a UK context

Lancaster City Council - Job Description

- Degree in Environmental Health, EHORB registration and (where applicable) fully completed assessment of professional competence
- Post-graduate training and approved competence in food safety and health and safety at work, complying with the Food Law Code of Practice
- Working knowledge of what drives, causes and perpetuates regulatory issues, compliance and offending both generally in society and in individual cases
- Professionally trained in practical inspection, investigation, intervention and criminal law enforcement in a context directly applicable to the job role
- Professionally trained in gathering evidence, preparing standardised prosecution files and appearing in court as a professional witness
- Detailed knowledge of specialist technical area where in a lead role.
- Trained to recognise and effectively respond to situations raising significant safeguarding concerns involving children and vulnerable adults
- Trained to deal with conflict and aggression
- Able to construct letters, technical reports, management reports, legal notices, witness statements and prosecution files, clearly and concisely
- A minimum of two years' post-qualification experience as a practising Environmental Health Practitioner

Functional knowledge:

- Detailed knowledge of legal, regulatory and intervention/enforcement requirements of policy and law applicable in UK and in a European Union/World Health Organisation context across the range of environmental health professional disciplines
- Strong functional knowledge of regulatory policy, law and practice.
- The post holder will often be required to complete a high standard of formalised health and environmental impact assessments without reference to others (e.g. Health Impact Assessment), and to tackle problems requiring research, problem solving and development of solutions beyond established policies, procedures and service guidance. Managers / external specialists will be consulted when handling exceptionally complex problems.
- Close familiarity is required with the strategies, service functions, and work of the council's Public Protection, Public Realm, Housing and Planning functions. Also those of social, health and environmental external agencies such as Trading Standards, the Environment Agency, Food Standards Agency and HSE, and the work and requirements of government departments including MHCLG, DEFRA, DoH and BEIS.
- To take personal responsibility for keeping up to date with own personal training requirements to maintain current and up to date professional knowledge

LCC specific knowledge:

Understanding, implementation and adherence to Lancaster City Council's policies and procedures.

Understanding, implementation and adherence to Our Values.

Understanding of the post holder's own and their team's contribution to the Council's Corporate Plan.

Other Requirements

The hours of work for this position are 37 hours per week, working Monday to Friday.

Staff cover is required each working day during office hours, and availability for ad-hoc operational requirements necessitating work in the early morning, evening and occasionally at weekends or on bank holidays, including the need for occasional overnight stays away from home for training courses.

The post is based at Morecambe Town Hall and travels extensively between council and partner organisation offices. It is a peripatetic post requiring frequent travel and lone working including evidence gathering, challenging unacceptable behaviours and implementing advisory, warning and enforcement action in unfamiliar settings and potentially hostile situations.

Lancaster City Council - Job Description

The ability to drive and a current UK valid driving licence is essential in this post. Lifting of loads up to 15kg may be required although this is infrequent. This role is public facing therefore the ability to converse at ease with members of the public and provide advice and enforcement in accurate spoken and written, and handle difficult and challenging behaviours tactfully and assertively, is essential.

Additional information

General Statement

The above duties and responsibilities do not include or define all tasks that may be required of you. Duties and responsibilities may vary without changing the general character or grade of the role.

As a normal part of your job, you are expected to routinely undertake corporate activities on behalf of your Directorate, appropriate to grade of the role.

Learning and Development

You are expected to undertake any training and development appropriate to the current and future needs of the post.

Health & Safety at Work

All members of staff are responsible for fulfilling their health and safety roles and responsibilities, as outlined in the Job Description above. It is the employee's responsibility to ensure that they are familiar with the Council's health and safety policy, procedures, work instructions and relevant risk or other health and safety assessments pertinent to their work tasks, and that they carry out their work tasks in accordance with the significant findings of such.

Equal Opportunities

Lancaster City Council is an Equal Opportunities employer and has equal opportunities policies with which you are expected to comply at all times. The City Council condemns all forms of harassment and is actively seeking to promote a workplace where employees are treated with dignity, respect and without bias.

Community Safety

Section 17 of the Crime and Disorder Act requires local authorities to consider the community safety implications of all their activities. Officers of Lancaster City Council should have an awareness of community safety and consider any community safety implications within their own area of responsibility.

Safeguarding

Lancaster City Council delivers a range of services and activities that impact on the lives of children and vulnerable adults both directly and indirectly. Safeguarding children and vulnerable adults, ensuring their welfare, safety and health is of paramount importance. We are committed to providing safe and supportive services that will give children the opportunities to achieve their full potential.