

Lancaster City Council - Job Description & Person Specification

Job Title:	Environmental Protection Officer	Grade:	GG8	Job Code:	LCC421
Service/Team:	Public Protection Service/Public Health & Protection	Role Type: <i>*Delete as appropriate</i>	HYBRID/CSV	Reports to: <i>*Title & LCC Code</i>	Senior EHO LCC HHS0068
Line Managers: <i>*Title/s & LCC Code</i>	N/A				

Job Overview & Summary Headings
<p>Overview</p> <ul style="list-style-type: none"> To deliver regulation and improvement in the fields of environmental protection, anti-social behaviour and environmental enforcement, and to manage and deliver a personal caseload for professional advice and persuasion, investigation and enforcement.
Direct Responsibilities
<p>The main duties and responsibilities are:</p> <ol style="list-style-type: none"> To support the Senior EHO (Community Protection) in the day-to-day response to environmental protection, ASB and environmental enforcement service requests, in routine cases. Also to support delivery of proactive work streams such as air quality monitoring, private water supply regulation etc. To work towards improving health, wellbeing and environmental quality for our local communities by promoting high standards of environmental control. To deliver efficient and effective prevention, minimisation, regulation and compliance improvement of environmental protection issues within the team's remit. To do so to a high standard in line with council and service policies and strategies, plans and priorities. To serve as a case officer and regulator, and participate in problem solving and intelligence gathering. To conduct programmed, reactive and targeted inspections of relevant premises and other interventions as required. To respond, liaise with affected people and communities, undertake investigations and evidence gathering including legal statement taking and conducting formal PACE interviews under caution. To deliver regulatory advice, warnings, and formal enforcement including fixed penalty notices, standardised statutory notices and routine prosecution files with patience, appropriate assertiveness and a positive regulatory mind-set. To represent the council as a witness in Court as required. To contribute to continuous development and improvement of the team's tactics, operating methods, operations, campaigns and communication strategies. To promote close and harmonious working between council teams to optimise service delivery and outcomes for communities. To engage with community groups and partner agencies closely in tackling environmental protection issues and maximising public reassurance. To coordinate with colleagues making best use of systems, techniques and equipment resources including noise annoyance recordings and camera surveillance. To fulfil the performance and requirements of the role and demonstrate a strong commitment to ongoing learning and development. To interact regularly with internal colleagues, such as Public Realm, Anti-Social Behaviour, Environmental Health and Communications, and external stakeholders such as councillors,

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Lancashire Constabulary, other local authorities, Environment Agency, business improvement districts and any other individuals or groups as required.

14. To cultivate professional networking and collaborating in pursuit of efficiency, effectiveness and excellence and to optimise service delivery and outcomes for communities.
15. To provide enforcement officer cover and support for other teams as required.

Primary Measurable Objectives

1. To utilise the full range of prevention, diversionary and enforcement mechanisms to protect the public.
2. To work towards improving the quality of neighbourhoods for our communities by promoting high standards of regulation.
3. To manage situations of conflict and challenging behaviour in the community in order to execute the legislative requirements of public protection.
4. Provide a high standard of customer service and networking with colleagues and partner agencies, aiming to make a positive difference in our communities and to promote public reassurance.
5. Manage and deliver a personal caseload producing timely and effective results in advice, problem solving, investigations and enforcement.
6. Maximise efficiency and service performance, making prompt and full use of the service's systems.
7. Participate actively in learning, service development and continuous improvement.

Staff Management Responsibilities

This role is not a formal supervisor but takes a day-to-day operational lead in response and investigation of routine environmental protection service requests and support delivery of other statutory functions such as air quality monitoring, private water supply regulation etc. It promotes good practice with a focus on results and works to anticipate and meet the needs of customers and colleagues / partner agencies.

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Person Specification			
Knowledge & Educational & n other requirements	Essential Criteria	Desirable Criteria	Assessed by: App Form, Interview, Certificate, Test, Other...
Specialised Qualifications & Training	<ul style="list-style-type: none"> • Good standard of general education, including minimum 5 GCSE (or equivalent) including maths and English • Good working knowledge of environmental Health regulation and law enforcement policy and practice in a UK context • Trained in practical inspection, investigation, intervention and criminal law enforcement in a context directly applicable to the job role • knowledge in gathering evidence for prosecution files. • Sound knowledge across a broad range of Environmental Health functions. • Able to construct letters, technical reports, legal notices, witness statements, clearly and concisely. 	<ul style="list-style-type: none"> • Educated to degree level in a science related subject • Experience or working knowledge of typical statutory nuisance complaints e.g. Noise complaints • Aware of how to recognise and effectively respond to situations raising significant safeguarding concerns involving children and vulnerable adults. 	App Form, Interview, Certificate,
Experience	<ul style="list-style-type: none"> • Operational experience in a regulatory enforcement role within the UK. 	<ul style="list-style-type: none"> • Experience across a broad range of Environmental Health functions • 3 years experience working within a local Government Environmental Health service • Experience working within Local Government Environmental Health 	App Form, Interview
Job Related Skills & Knowledge & Abilities	<ul style="list-style-type: none"> • Knowledge and understanding of the law applicable in UK and in 	<ul style="list-style-type: none"> • Familiarity with the strategies, service functions, and work of 	App Form, Interview

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	<p>context across the range of environmental health professional disciplines</p> <ul style="list-style-type: none"> • knowledge of Environmental Health regulatory policy, law and practice. • Able to take personal responsibility for keeping up to date with own personal training requirements to maintain current and up to date professional knowledge applicable to the job. 	<p>the council's Public Protection service</p> <ul style="list-style-type: none"> • General understanding of the working relationship with agencies such as Trading Standards, the Environment Agency, Food Standards Agency and HSE 	
<p>Personal Attributes Including Interpersonal & Communication Skills</p>	<ul style="list-style-type: none"> • This role is public facing therefore the ability to converse at ease with members of the public and provide advice and enforcement is required. • Ability to communicate effectively in accurate spoken and written, and handle difficult and challenging behaviours tactfully and assertively, is essential. 		App Form, Interview
<p>Special Requirements/Other</p>	<ul style="list-style-type: none"> • Working 5 days, 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 		App Form, Interview

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	<p>from home for training courses.</p> <ul style="list-style-type: none"> • The post is based at Morecambe Town Hall and may travel between council and partner organisation offices. However, the Council has recently adopted a Hybrid model of operation blending a mix of Office and home working, attending the office on a rota basis. • Post 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. • 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. 		
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Additional information

Lancaster City Council Specific Knowledge

Once in post, demonstrate:

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.

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.

Climate Emergency

You will be expected to conduct your work activities in a way that demonstrates understanding of, and alignment with the requirements of delivering the Council's response to the Climate Emergency.

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 both directly and indirectly. Safeguarding children, 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.

Employee Signature:		Print name:		Date:	
Manager Signature:		Print name:		Date:	