

JOB PROFILE

Job Title:	Technical Officer – EP&H
Service Area:	Regulatory – Environmental Health
Grade:	Grades 6, 7, 8
Reporting Manager:	Environmental Protection & Housing Manager
Direct reports:	N/A

Job summary:

Responsible for carrying out advisory or promotional duties in respect to a range of environmental health functions and to investigate and resolve service requests covering a wide range of environmental health issues, which fall under the remit of the Environmental Protection and Housing Team (EP&H) including statutory nuisance, housing issues, licensing and planning consultations.

The role will involve, but is not limited to, the undertaking of investigations, inspections of premises, checking compliance with environmental health and licensing legislation, the provision of advice, gathering of evidence, sampling, and undertaking enforcement action when required and authorised to do so. The post holder will also help to deliver the Council's home repairs and improvement programme, as well as assist in the other work of the service where appropriate to do so.

Grade 6 officers will generally have limited or no prior environmental health experience and will be given work appropriate to their skills and experience but will be expected to train and develop within the requirements of the role. They will carry out inspections, assist in gathering evidence and undertake a variety of tasks in relation to complaint investigations, including administrative work allocated to the team. Officers will begin to develop a good understanding of the work they are required to undertake, and an awareness of all of the work of the Environmental Protection and Housing (EP&H) team.

Grade 7 officers in addition will be given enforcement powers and may be required to prosecute non-compliance. Officers may also be required to respond to planning or licensing consultations or undertake more administrative work allocated to the team. Officers will have a good understanding of their work within the EP&H team and begin to understand all aspects of the work of the team.

Grade 8 officers in addition may be given task specific projects to develop and deliver, including the production of service specific operating procedures. Officers will have a good understanding of all aspects of the work of the EP&H team and begin to develop a clear understanding of the work of all of the Environmental Health Service.

Key responsibilities:

Grade 6

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

To undertake programmed inspections or other interventions relating to premises for which the Environmental Protection & Housing Team (EP&H) is responsible for regulating or enforcing, under the direction of the Environmental Protection & Housing Manager (EP&H).

To assist with enforcement activities including the checking of compliance, 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.

To assist in the delivery of the Council's home repairs and improvement programme, including carrying out the initial assessments, identification of the required works, and preparing paperwork for approval of a grant.

To undertake monitoring and sampling, using appropriate technical equipment where necessary.

To provide support including technical support to colleagues in all parts of the Environmental Health or other Council services as may be reasonably required.

To assist with the management, regulation, and enforcement of outdoor events.

To develop and maintain a good understanding of environmental health concepts and principles specifically within the discipline employed (EP&H), but to also be aware of those applicable to Health and Safety, Food Safety, or Public Health. To develop the ability to identify and interlink the key aspects of Environmental Health to improve the effectiveness and efficiency of the service as a whole, and the welfare of our communities.

To keep and maintain appropriate paper and electronic office records, produce reports, and assist with completing statistical returns as required.

The carrying out of such other environmental health duties as the EP&H manager or Environmental Health manager may require from time to time, including when necessary to work outside normal office hours or outside of the district.

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.

Grade 7 (In addition to Grade 6)

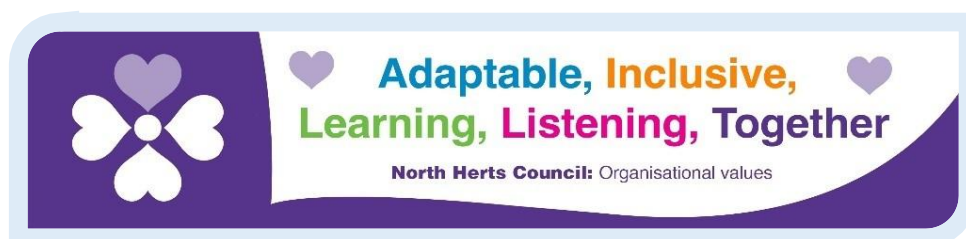
To assist in the administration of the Council's home repairs and improvement programme, including requesting the authority to pay for necessary and approved interventions.

To develop and maintain a good understanding of the concepts and principles across all aspects of environmental health as it applies to the work of the EP&H Team, i.e., Housing, Statutory Nuisance and Environmental Protection. To acquire an understanding of the work and duties of the Commercial Team i.e. Health and Safety, Food Safety, Private Water Supply Safety and Public Health. To develop the ability to identify and interlink all of these aspects of Environmental Health as they may apply to an investigation, so as to improve the effectiveness and efficiency of the service as a whole.

The surveying of the district from time to time for the detection, identification and recording of statutory nuisance, illegal encampments, unsatisfactory housing conditions, and any other environmental health matter associated with the post, and where necessary, instigating and undertaking the appropriate action.

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.

Review, and where necessary update or amend service procedures as required, or as omissions, revisions or the need for changes become apparent.



Grade 8 (in additional to grades 6 & 7)

To provide specialist guidance, advice and support to team members on an on-going basis.

To take the lead on team training sessions as the need arises.

To lead on more complex cases including enforcement activity.

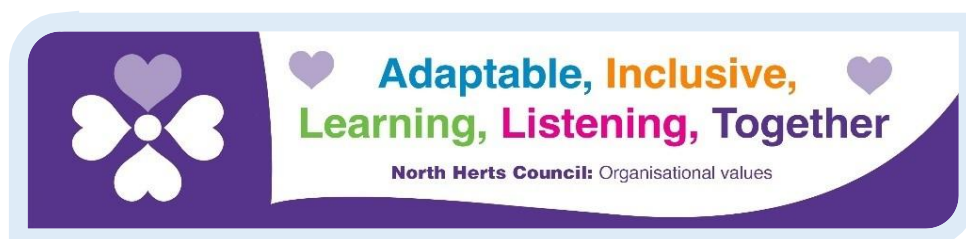
To develop new service procedures as required, and to ensure their understanding or adoption by colleagues.

To assist with training other team members as necessary including the planning of work and materials appropriate to their needs and experience, and the checking of any work produced i.e. wording on letters and notices.

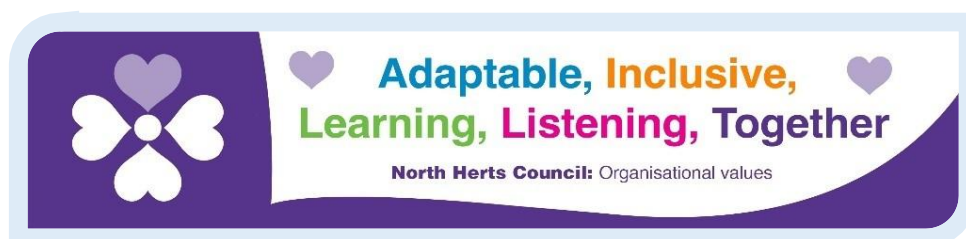
Please follow this link to read your general responsibilities:

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

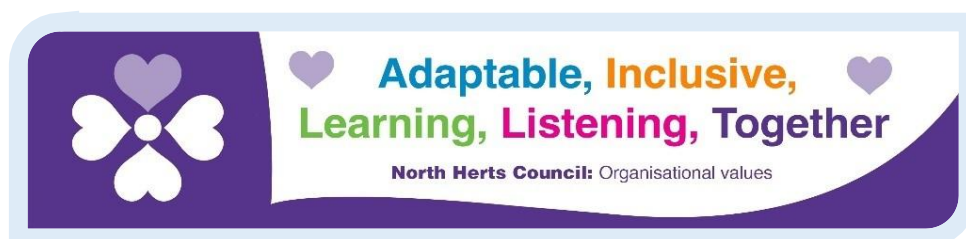
Key Requirements:		Essential desirable
Qualifications:	<u>Grade 6</u> Good standard of literacy and numeracy including Maths & English to at least GCSE level grade C (4) or equivalent.	E
	Must be willing to study and gain relevant foundation training or qualification associated with Environmental Health; within six months of appointment, or as agreed.	E
	<u>Grade 7</u> Willing to study and gain relevant advanced qualifications associated with Environmental Health within six months of appointment, or as agreed; or be in the process of studying an approved environmental health BSc or MSc course or equivalent	E
	<u>Grade 8</u> Qualified environmental health practitioner with up to 1 years' experience. Have passed or be willing to complete CIEH professional registration, or equivalent qualification with experience and knowledge in this field; or be deemed competent to this level via experiential development or qualifying via an alternative route.	E
Job related experience & knowledge:	<u>Grade 6</u> Ability to understand the role of local authorities in housing and environmental protection.	E



Have an understanding of nuisance, housing, air quality, contaminated land, environmental monitoring, or other work required by the EP&H Team.	E
Awareness of the all Environmental Health disciplines particularly in Housing, Environmental Protection, Health and Safety, Food Safety, Public Health.	E
A basic knowledge of court procedures and the Police and Criminal Evidence Act.	E
Experience of keeping accurate and timely records of work undertaken.	E
Experience of positively engaging or negotiating with individuals, businesses, or other organisations.	E
Ability to understand the council's enforcement policy.	E
Local Government experience, preferably in Environmental Health.	D
Regulatory experience and or a science or technical background	D
<u>Grade 7 (In addition to grade 6)</u>	
Have an understanding of Environmental Health concepts, principles and legislation across all Environmental Health disciplines particularly in Housing, Environmental Protection, Health and Safety, Food Safety, Public Health.	E
Knowledge and experience of planning and licensing consultations	E
Good level of knowledge and understanding in specialist area (environmental protection or housing) or the ability to achieve this in an agreed timescale	E
Experience of positively engaging or negotiating with individuals, businesses, or other organisations.	E
Understanding of environmental health issues affecting communities in Hertfordshire; and the role of local authorities in housing and environmental protection.	E
Experience of keeping accurate and timely records of work undertaken.	E
Good level of knowledge and understanding of nuisance, housing construction, air quality, contaminated land, environmental monitoring, or other work required by the EP&H Team	E
Knowledge and understanding in the use of regulatory and enforcement powers, including drafting and service of notices, preparation of cases for prosecution and where necessary attending court.	E
Knowledge and understanding of court procedures and the Police and Criminal Evidence Act and the ability to conduct interviews to establish facts and information required for the purpose of legal proceedings	E
Have an understanding of the council's enforcement policy.	E
<u>Grade 8 (In addition to Grades 6 and 7)</u>	

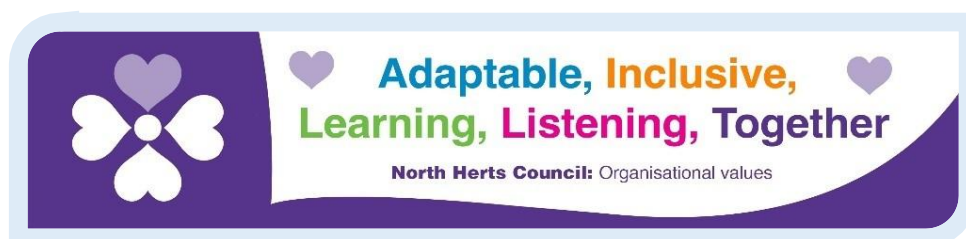


	Good level of understanding of Environmental Health concepts, principles and legislation across all Environmental Health disciplines particularly in Housing, Environmental Protection, Health and Safety, Food Safety, Public Health.	E
	High level of understanding, experience and the ability to deliver Environmental Health concepts, principles and legislation in specialist area including Nuisance, Housing, Environmental Protection and Public Health.	E
	Experience obtaining technical knowledge relevant to the various Environmental Health discipline(s)	
	Ability to understand, interpret and implement legislation, Council strategies and policies and advise the most appropriate way forward for the situation in hand.	E
	Ability to conduct effective interviews, including under the Police & Criminal Evidence Act (PACE) to establish facts and information required for the purpose of legal proceedings.	D
	Experience and ability to use regulatory and enforcement powers. Including service of notices, preparation of a case for prosecution/tribunal, appearing as a witness in court.	E
	Have good understanding of the council's enforcement policy.	E
	Ability to communicate complex legislation, guidance or information in a way that is appropriate to the target audience.	E
	Experience in promotional and advisory campaigns.	D
Skills & attributes required for the role:	<u>All grades</u>	
	Good written and verbal communication skills, including letter writing and communicating to a variety of audiences.	E
	Ability to contribute effectively to team working.	E
	Ability to deal effectively with members of public, elected officials or other professional officers whilst representing and meeting the expectations of the Council.	E
	Confident in conversing in fluent English which is sufficient to fulfil all spoken aspects of the role.	E
	Experience of dealing with conflict situations in a constructive and assertive manner.	D
	<u>Grade 6</u>	
	Experience of prioritising, planning, and managing own time effectively and meeting demanding deadlines with minimum supervision.	E
	Flexible attitude to work with experience of adapting to a changing environment and dealing with new situations in a positive and co-operative manner.	E
	Excellent attention to detail and accuracy of work.	E
	Ability to use initiative and resolve problems.	E



	<u>Grade 7 (In addition to Grade 6)</u> The ability to identify and report on aspects of poor practise or procedure, to identify improvements. Experience of working independently using own initiative to prioritise workloads, identify solutions and to work to set deadlines. Good oral communication skills including an ability to negotiate, arbitrate, persuade, and change people's behaviour. Ability to communicate complex legislation and guidance in a way that is appropriate for the target audience. Experience of report writing. Experience of using initiative to resolve problems. Experience in presenting a case to a larger audience or Licensing Committee/ Court/Tribunal/Planning Committee. Experience of writing procedures. <u>Grade 8 (In addition to grades 6 & 7)</u> Have the ability to identify and address poor practise and update procedural instruction. Experience of evaluating situations quickly, foreseeing problems and resolution of potential situations	E E E E E E D D E E
Other:	<u>All grades</u> Have a good standard of hearing in order to be able to assess noise nuisance complaints. Good IT skills including the use of MS products, in particular Outlook and Word and the internet. Ability to travel throughout the district, including outside of the normal working day. Current full UK driving licence and access to a car for business use or be willing to attain this as soon as practicable. 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. Experience of using Excel, Tascomi or other LA focused IT package.	E E E E E D

Essential requirements should be the minimum standard that is acceptable and without which, the applicant could not do the duties of the post. Posts are graded under the Korn Ferry Job Evaluation Scheme on the essential requirements only.



Signed:

Print Name:

Date:

