

JOB PROFILE

Job Title:	Environmental Health Apprentice
Service Area:	Regulatory – Environmental Health
Grade:	3
Employment:	4-year fixed term (duration of the apprenticeship)
Reporting Manager:	Environmental Health Development Manager
Direct reports:	None

Job summary:

Working initially as an entry level member of the Environmental Health team and helping colleagues to fulfill the Council's statutory responsibilities to deliver an effective and responsive service to members of the public and businesses in the district. You will combine this with studying via a CIEH approved BSc Environmental Health Practitioner Apprenticeship to become a qualified Environmental Health Practitioner, and as you progress through the apprenticeship, you will also gradually take on more responsibilities in your in-work role to increasingly assist the service in other work.

Key responsibilities:

To successfully undertake the BSc Environmental Health Practitioner Apprenticeship via a CIEH accredited course.

To assist the Environmental Health team by undertaking administration and providing technical support in the delivery of environmental health functions, including accompanying and assisting professional officers on inspections and visits.

To be a point of contact to deal with general enquiries appropriate to your knowledge and understanding in the service area you are working, via telephone, email, letter and in person, and where necessary, referring to other officers in the team.

To help generate correspondence as required, and as directed by colleagues in the Commercial, Environmental Protection & Housing teams, to ensure individual residents and business needs are met by the service.

To give a positive impression of the Council and the Environmental Health Service and to establish and maintain positive relationships with internal and external customers and contacts.

To work with colleagues in the Environmental Health teams to deliver high-quality, cost-effective services.

To progressively help to deliver the work of the Environmental Health Service as your skills and understanding of the profession and work develops, albeit subject to your abilities at the time.

To properly understand and use the various information technology and data systems used by the Environmental Health Service and to accurately and appropriately record information onto the key databases.

To undertake research into specific topics and present results and conclusions in an agreed format to the appropriate target audience both in and outside of the Environmental Health Service.

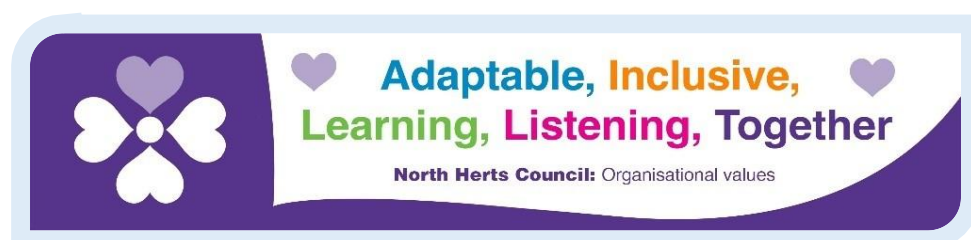
To assist with the coordination and implementation of the work and projects required by the Environmental Health Service.

To undertake other duties which may arise or be delegated to you from time to time.

Please follow this link to read your general responsibilities:

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

Key Requirements:		Essential Desirable
Qualifications:	Educated to A Level standard or equivalent, preferably including English and Science subjects.	E
Job related experience & knowledge:	Experience of dealing with people in a polite and friendly manner	E
	Experience of working in a regulatory or administrative role	D
	Use of computerised database systems	D
	Accuracy and attention to detail	E
	Basic keyboard skills and use of Microsoft Windows and Microsoft Office suite of programmes	E
	Ability to relate to and interact with people at all levels	E
	Ability to work independently, and as a member of a team	E
	Able to use initiative	E
	Able to follow instruction accurately	E
	Willingness to learn and apply that learning in the workplace	E
	Willingness to adapt to different work roles	E
	Knowledge of the profession of environmental health and the role it performs within the community	D



Skills & attributes required for the role:	Ability to read, study, understand, learn and master complex and extensive training materials	E
	Experience of reading and understanding statutes, formal guidance and other complex information	D
	The ability to understand and adhere to complex instructions and to work within defined parameters	E
	The ability to remain calm under pressure	E
	Capacity to develop and implement organisational skills	E
	Good oral and written communication skills in English	E
	Willingness and the ability to communicate with a range of people, including speaking with groups or public speaking	E
	Confident in conversing in fluent English which is sufficient to fulfil the needs of all aspects of the role, including being able to understand and present complex or legal information	E
	Accepts personal responsibility	D
	Able to organise and maintain databases and filing systems	D
	Good ability to prioritise and manage tasks, yet still deliver objectives required	E
	The ability and willingness to study to BSc standard including via taught and self-study activity whilst balancing the needs to undertake work in a busy statutory service	E
Other:	Self-motivated	E
	Flexible attitude to work	E
	Willingness and ability to occasionally work outside normal working hours	E
	Maintains confidentiality	E
	Willing to learn and undertake formal studies and attend college as required	E
	Some awareness of health and safety in the workplace	D
	Hold a clean driving licence and the ability to travel around the district and beyond	D

Signed:

Date:

