

JOB PROFILE

Job Title:	Environmental Protection & Housing Officer Senior Environmental Protection & Housing Officer
Service Area:	Regulatory – Environmental Health
Grade:	Grades 6, 7 & 8 Officer Grades 9 & 10 Senior
Reporting Manager:	Environmental Protection & Housing Manager
Direct reports:	Up to a supervisory role (Senior)

Job summary:

Responsibility for carrying out enforcement, advisory and promotional duties in respect of a range of environmental health duties, focusing on environmental protection and housing functions, including responding to planning and licensing consultations, carrying out nuisance investigations, the maintenance of housing standards including in HMOs and mobile homes addressing public health issues, dealing with empty properties, and delivering home repair assistance, energy efficiency or other appropriate grants within the district of North Hertfordshire.

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.

Grades 9 officers will act as the lead for defined specialist topics as the need arises and will cascade and mentor in these topics to ensure all officers develop the necessary skills and knowledge. Officers will also be expected to be proficient in all aspects of the work of the EP&H team and have a good understanding of the work of all of the Environmental Health Service,

Grades 10 officers will act in a supervisory role to Technical Officers or other Officers within the service and as appointed to the role. Officers will be expected to be competent in all aspects of the work of the EP&H team and understand fully the work of all of the Environmental Health Service.

1. Key responsibilities: All Officers

To record and investigate complaints concerning private or public / socially rented housing, including illegal evictions, in line with appropriate standards, policies and procedures, to ensure that legislative requirements are met and where necessary taking enforcement action, legal proceedings and/or executing works in default.

To record and investigate public health and statutory nuisance complaints in line with appropriate standards, policies and procedures, to ensure that legislative requirements are met and where necessary taking enforcement action, legal proceedings and/or executing works in default.

To record and investigate environmental pollution and air quality complaints, in line with appropriate standards, policies and procedures, to ensure that legislative requirements are met, and where necessary taking enforcement action, legal proceedings and/or executing works in default.

The surveying of the district from time to time for the detection 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.

The consistent and professional application of all strategies, policies and legislation relating to the work of the EP&H team, including addressing housing standards in houses in multiple occupation and park homes, and resolving public health and statutory nuisance issues, including as they apply to empty homes.

The delivery of measures in accordance with all strategies, policies and legislation relating to the provision of energy efficiency or other grants aimed at improving the housing stock of the district.

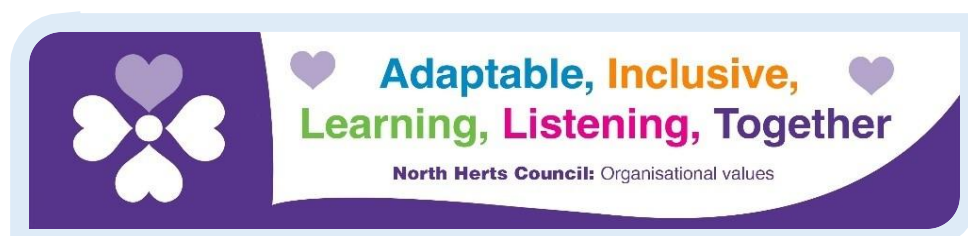
To carry out research and projects, as required, aimed at improving the district, or other interventions as may periodically need to be undertaken.

To become competent in the appointed aspects of the work of the EP&H team so as to allow the post holder to be authorised to sign formal notices under legislation within the purview of the service in accordance with the relevant enforcement policy, and relevant to their grade, experience and competency. In particular the service of notices under the Housing Acts, the Building Act, the Environmental Protection Act, Public Health Acts, the Prevention of Damage By Pests Act, Acts associated with the enforcement of Anti-Social Behavior and the Local Government (Miscellaneous Provisions) Acts, or any other statute that will aid in achieving the required degree of legal compliance associated with the enforcement role of this post.

To carry out of such other environmental health duties as the Service Director – Regulatory, or Environmental Health Manager may require from time to time including work outside normal office hours. Such tasks may include those outside the normal range of competencies associated with this post, for example working with other parts of Environmental Health or other Council Services in the event of an urgent issue or major investigation, in which cases, adequate guidance or training will be provided.

To work with the EP&H Manager or the Environmental Health Manager as may be required to assist with the operation of the service.

To carry out such other environment health duties within the remit of the EP&H or Environmental Health Commercial Teams, either on a temporary or prolonged basis, according to the priorities and needs of the service, and as required by the Environmental Health Manager. Such tasks may include those outside the normal range of competencies associated with this post, in which case adequate guidance or training will be provided.



To develop and maintain the required level of knowledge, experience and competency relevant to the post holders' grade in the concepts and principles across all aspects of environmental health as it applies to the work of the EP&H Team includes Housing and Environmental Protection. To acquire an understanding of the work and duties of the Commercial Team includes Health and Safety, Food Safety, Private Water Supplies and Public Health. To develop the ability to identify and interlink all 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.

To attend, contribute and represent the service at relevant internal and external groups, working parties, investigations, or meetings to assist with the operation of the service, the sharing of best practice or to fulfil the obligations of the service, as the role requires, or as requested. Such activities may include the attending of Safety Advisory Groups, County Environmental Health Groups, or as associated with on-going investigations or similar.

Subject to the demands of the service, the role will occasionally require work to be undertaken outside of normal service hours, or potentially even outside of the district.

On a rota basis, to participate 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.**

2. Key Responsibilities: Grades 9 & 10

The investigation or lead on complex cases associated with the role, including where necessary taking enforcement action, legal proceedings and/or executing works in default.

To perform at a high level of competency within the requirements of the role, including the development of procedures, the provision of training or mentoring and giving advice and support to other officers, especially those of a junior grade, and generally acting as the 'lead' officer within the capacity of the role.

To develop policies and strategies relevant to key areas of the service as the need arises.

To process and manage grants from initial enquiry to completion, including assessing the eligibility of the applicant and work required, reporting recommendations, inspection of works where appropriate, ensuring works are completed to satisfactory standard and recommending payment for the works undertaken. Where appropriate, the role may also be authorised to make the payment of the grant.

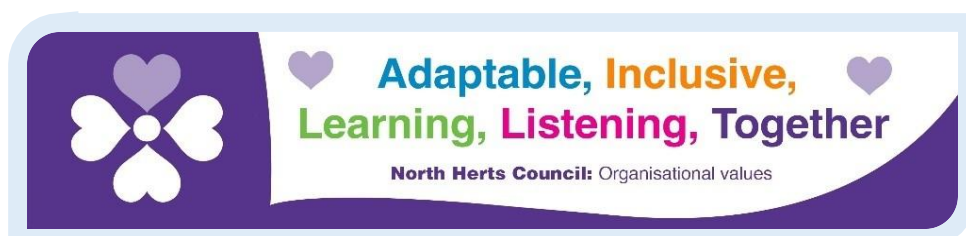
To develop the necessary specialist expertise within the areas of work relevant to the service and in particular to the role; to provide specialist advice to other members of staff and other persons as applicable.

To train and mentor others in the furtherance of their education and training, including to become a competent Environmental Health Practitioner, Technical Officer or other relevant role.

To provide advice to the Planning Service on planning applications where there are environmental health implications that can either be controlled by planning conditions or would justify refusal.

To provide advice regarding the recording, monitoring, control and management of Contaminated Land sites within the District as is necessary to permit either the further development and use of the land, or to ensure the safety of those potentially able to use it.

As part of the consideration of applications and variations under the Licensing Act 2003 (or any subsequent enactment), with regards to the 'public nuisance' licensing objective where Environmental



Health may need to make a response in its capacity as a Responsible Authority, the role may be required to produce and present a responding report to a Licensing Committee.

As may be required from time to time, the role may require the attendance and presentation of relevant information or reports to other ad hoc or area committees.

To occasionally produce and present formal reports for presentation to Members, senior officers or Committee as necessary.

3. Key Responsibilities: Grade 10 (in addition to grade 9)

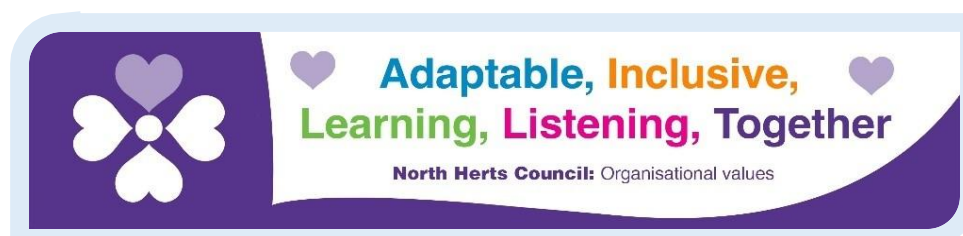
To supervise the day-to-day activities of officers in the team to ensure that they meet their objectives, and where necessary, help them to attain the necessary competencies for their work. This may include holding regular work-management meetings, including 1-2-1's, skills development meetings or other meetings as deemed to be necessary.

To provide supportive management to coach, develop and motivate staff and empower them to deliver high quality services and contribute to the achievement of Council priorities.

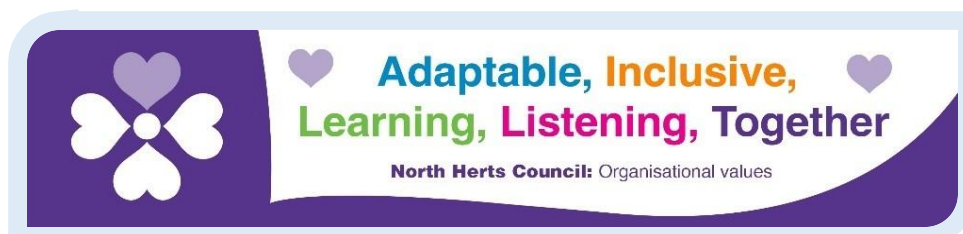
Please follow this link to read your general responsibilities:

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

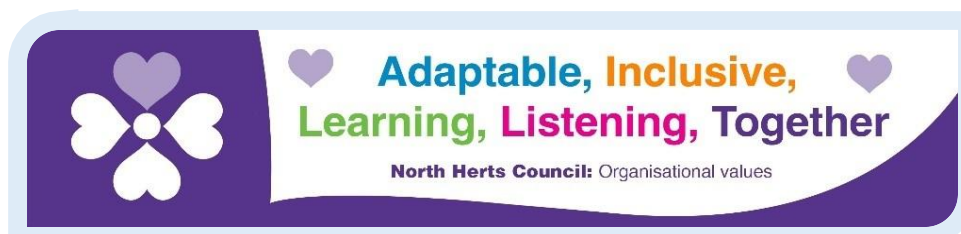
Key Requirements:		Essential desirable
Qualifications:	<u>Grade 6</u> Good standard of literacy and numeracy including Maths & English to at least GCSE level grade C (4) or equivalent.	E
	Must be willing to study and gain relevant foundation training or qualification associated with Environmental Health; 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	E
	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,	E
	or equivalent qualification with experience and knowledge in this field;	E
or be deemed competent to this level via experiential development or qualifying via an alternative route.	E	



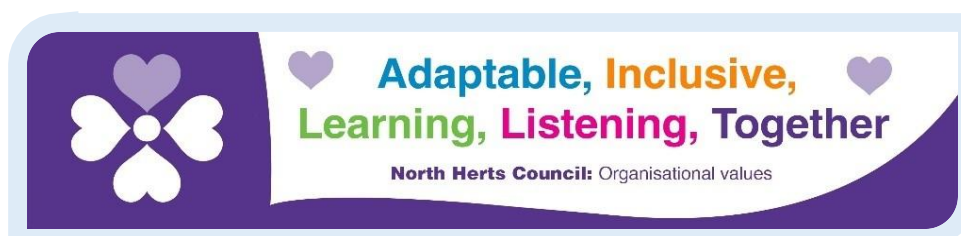
	<p><u>Grade 9</u> 2 years post qualification experience as an EHP recently specialising in environmental protection and housing or able to achieve this combined competency within an agreed time; or have an equivalent qualification with substantial experience and knowledge in this field.</p> <p><u>Grade 10</u> Post graduate or other relevant professional qualifications or accreditation, e.g. acoustic diploma, housing standards qualification and extensive experience in all aspects of environmental protection and housing.</p>	<p>E</p> <p>E</p>
<p>Job related experience & knowledge:</p>	<p><u>Grade 6</u> Ability to understand the role of local authorities in housing and environmental protection.</p> <p>Have an understanding of nuisance, housing, air quality, contaminated land, environmental monitoring, or other work required by the EP&H Team.</p> <p>Awareness of the all Environmental Health disciplines particularly in Housing, Environmental Protection, Health and Safety, Food Safety, Public Health.</p> <p>A basic knowledge of court procedures and the Police and Criminal Evidence Act.</p> <p>Experience of keeping accurate and timely records of work undertaken.</p> <p>Experience of positively engaging or negotiating with individuals, businesses, or other organisations.</p> <p>Ability to understand the council's enforcement policy.</p> <p>Local Government experience, preferably in Environmental Health.</p> <p>Regulatory experience and or a science or technical background</p> <p><u>Grade 7</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.</p> <p>Knowledge and experience of planning and licensing consultations</p> <p>Good level of knowledge and understanding in specialist area (environmental protection or housing) or the ability to achieve this in an agreed timescale</p> <p>Experience of positively engaging or negotiating with individuals, businesses, or other organisations.</p> <p>Understanding of environmental health issues affecting communities in Hertfordshire; and the role of local authorities in housing and environmental protection.</p>	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>D</p> <p>D</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>



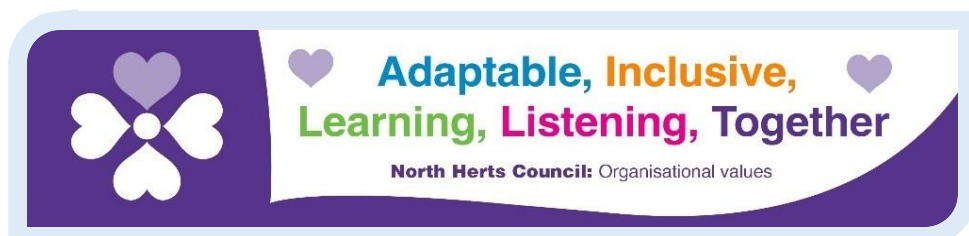
Experience of keeping accurate and timely records of work undertaken.	E
Good level of knowledge and understanding of nuisance, housing construction, air quality, contaminated land, environmental monitoring, or other work required by the EP&H Team	E
Knowledge and understanding in the use of regulatory 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 Grade 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)	E
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 the 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
<u>Grade 9 – (in addition to level 7 & 8)</u>	
An in-depth understanding, experience and the ability to deliver Environmental Health concepts, principles and legislation particularly in Nuisance, Housing, Environmental Protection, and Public Health and the key aspects linked to them.	E



	<p>Significant experience (as defined in Qualifications) and technical knowledge in both Environmental Protection and Housing.</p> <p>A comprehensive understanding of environmental health concepts and principles across all Environmental Health disciplines including those not directly associated with the post, including Health and Safety, Food Safety, Infectious Disease Control, Private Water Supplies).</p> <p>Experience of, interpreting, and implementing legislation, Council strategies and policies quickly and effectively using the most appropriate route for the situation in hand. Ability to support others who are less able to do so.</p> <p>Experience in taking formal enforcement action, e.g. service of formal notices, preparation of cases for prosecution/tribunal, seizure of noise making equipment and attending court/tribunal as a witness.</p> <p>Writing strategies, policies, procedures and reports, including the presentation of the associated key points to Members, Committees or similar.</p> <p>Presenting cases to Court, Tribunal, Committee or similar</p> <p>Experience of using initiative to resolve problems.</p> <p><u>Grade 10 – (in addition to grades 7, 8 & 9)</u></p> <p>Proven supervisory or managerial competence or qualification.</p>	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>
<p>Skills & attributes required for the role:</p>	<p><u>All Grades</u></p> <p>Confident in conversing in fluent spoken and written English which is sufficient to fulfil all aspects of the role.</p> <p>Ability to prioritise and rapidly but effectively change priority of work.</p> <p>With proven ability to deliver and work on own initiative and with minimum supervision whether individually or as a team.</p> <p>Ability to organise and plan.</p> <p>Good verbal communication skills including an ability to negotiate, arbitrate, persuade and change people's behaviour in all aspects of Environmental Health associated with the post.</p> <p>Good reading, interpretation and written skills including ability to produce reports and work-related documentation with excellent attention to detail and accuracy of work appropriate for the post.</p> <p>Good ability to speak with public, including ability to talk to service users and other professionals and give presentations to groups.</p> <p>Confident with effectively interacting with members of public, elected officials or other professional officers whilst representing and meeting the expectations of the Council.</p>	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>



	<p>The ability to identify and report on aspects of poor practice or procedure associated with the work of the post and to identify or report so as to achieve satisfactory resolution or improvements.</p> <p>Experience in promotional and advisory campaigns, work program.</p> <p>Experience and a willingness to undertake speaking or give formal training presentations.</p> <p>Experience at presenting cases in court, tribunals, committees, or similar formal settings.</p> <p>Ability to interpret and implement legislation, Council strategies and policies.</p> <p>Knowledge of equality, safeguarding issues and data protection issues and requirements.</p> <p>Ability to understand and follow statutory and technical guidance relevant to Environmental Health.</p> <p>Ability to use initiative and resolve problems.</p> <p>(Where direct experience of some of the above is not present, a good knowledge of them and the willingness to acquire the skills is expected)</p> <p><u>Grades 9 & 10</u></p> <p>Ability to mentor and develop Technical Officers and students.</p> <p>Experience in supervising staff to ensure work-related objectives are achieved.</p> <p>Ability to identify issues that may affect the capabilities of officers or the service to be able to deliver its objectives.</p>	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>D</p>
Other:	<p><u>All Grades</u></p> <p>Have a good standard of hearing in order to be able to assess noise nuisance complaints.</p> <p>Competent IT skills including common MS packages.</p> <p>Experience of working with local authority IT packages i.e., Tascomi</p> <p>Experience of working as part of a team.</p> <p>Self-motivated, enthusiastic and confident.</p> <p>Ability to work well alone, or with others, or as part of a formal or recognised group.</p> <p>Willingness to work out of hours as needs of service dictate.</p> <p>Willingness to assist other teams as required.</p>	<p>E</p> <p>E</p> <p>D</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>



	Current full UK driving licence and access to a car for business use, or the ability to achieve this in an agreed time.	E
	<u>Grade 9</u>	
	Ability to deputise for Environmental Protection and Housing Manager, or Environmental Health Manager in their absence.	D
	<u>Grade 10</u>	
	Ability to deputise for Environmental Protection and Housing Manager, or Environmental Health Manager in their absence.	E

Signed.....

Date.....

