



JOB DESCRIPTION

DEPARTMENT	JOB TITLE
Place Services	Senior Environmental Health Practitioner (Commercial Premises including Food Hygiene)

GRADE	SALARY RANGE
Grade J	£41,466 to £43,422

RESPONSIBLE TO	RESPONSIBLE FOR
Environmental Health Manager	None

HEALTH CONSIDERATIONS/RISK/SURVEILLANCE REQUIRED
Visiting residential and commercial premises and other sites, VDU user, lone working

DESCRIPTION OF DUTIES AND RESPONSIBILITIES

Key Result Areas / Overview

The aim of the Environmental Health Service is to protect public health and the community from issues arising from breaches in law associated with issues relating to statutory nuisance, animal welfare, animal control, food hygiene and contamination, health and safety at work and pest control.

The post holder will work within the Environmental Health Team with responsibility for: food hygiene inspections, health and safety interventions, accident investigations, service enquiries and complaints, responding to infectious disease notifications and outbreak investigations.

To deliver best practice and value for money that secures high standards of service delivery and secures positive outcomes.

To report directly to the Environmental Health Manager.

This post will make a positive contribution to the Council's core values by being helpful, approachable, responsive and taking ownership of challenges and problems, while making customers feel welcome, wanted and cared for.

Dimensions of Job

- To carry out inspections and revisits in line with Codes of Practice and internal policies.
- Investigating accidents reported under RIDDOR;
- Responding to complaints and enquiries in relation to local businesses;
- Responding to infectious disease notifications and investigation of outbreaks;
- Handling complex, sensitive and/or priority cases.
- To plan and organise own workload within the general priorities set out for the Service.
- To offer assistance and guidance to less experienced officers as necessary. To assist where necessary across the whole of Environmental Health and Place Services.

Key Contacts / Communication Links

Internal

- Environmental Health Manager
- Environmental Protection Team Leader
- Head of Place Services
- Place Services staff
- Members
- Colleagues in other departments

External

- Local business operators / owners
- Developers, builders and other related specialisms
- Members of the public
- Hampshire Police
- Hampshire Fire and Rescue
- Thames Water Utilities personnel
- Other Government Departments / Agencies
- Colleagues in other Local Authorities

Key Responsibilities / Specific Duties

a) General

- i) To provide a high level of professional Environmental Health and enforcement related advice to assist Environmental Health Manager, colleagues and Members of the Council;
- ii) To maintain a current and effective knowledge of all relevant legislation; to provide expert advice; and to be responsible for developing policies and strategies in relation to relevant Service areas.
- iii) To provide an effective, efficient and responsive services in collaboration with internal and external partners where necessary.

- iv) To prepare evidence and attend informal hearings, tribunals and court as required;
- v) To respond to complex enquiries and complaints relating to the Service, including Member and MP enquiries;
- vi) To represent the Council at appropriate external meetings and events, working groups and advisory bodies at local, regional and national levels as may be required by the Environmental Health Manager.
- vii) To plan and organise own workload within the general priorities set out for the Service;
- viii) To deputise for the Environmental Health Manager as required.
- ix) To undertake such duties as may from time to time be required by the Environmental Health Manager or Head of Place.
- x) To respond to requests for information under the Freedom of Information Act or the Environmental Information Regulations.
- xi) To provide high levels of customer service for our residents, staff, managers and external partners, so that they are made to feel welcome, wanted and cared for.
- xii) To promote the HART values at all times by being helpful, approachable, responsive and taking ownership of challenges and problems to ensure they are dealt with appropriately.
- xiii) Where a post involves working with members of the public, the post holder has a responsibility to be vigilant in identifying potential safeguarding issues and conduct themselves in a manner that protects both themselves and members of the public.

b) Inspections

- i) To inspect premises in accordance with programmes of work and codes of practice;
- ii) To identify breaches in legislation, codes of practice and any other technical guidance of equivalent legal weight;
- iii) To identify poor working procedures and practices;
- iv) To offer advice on problem areas identified; and
- v) To draft and send reports, formal and informal notices identifying breaches of legislation; actions required; and time periods for compliance.

c) Investigation of service enquiries

- i) To fully investigate all service enquiries allocated to post holder;
- ii) To identify breaches of legislation and take timely and proportionate action;
- iii) To obtain evidence, including sampling and monitoring, to confirm breaches of legislation or the existence of statutory nuisances;
- iv) To offer advice in line with service standards on problem areas identified;



Hart
DISTRICT COUNCIL
PERSON SPECIFICATION

POST: Senior Environmental Health Practitioner

Prepared on: 15 December 2020

by: D Sanders

CRITERIA	ATTRIBUTES	ESSENTIAL / DESIRABLE	HOW MEASURED
Education / Qualifications	• Degree in Environmental Health or equivalent	E	Application / Certificate
	• EHORB registered or equivalent to enable officer to undertake food hygiene enforcement controls in line with Food Law Code of Practice.	E	Application / Certificate
	• Member of Chartered Institute of Environmental Health	D	Application / Certificate
	• Another relevant specialist qualification	D	Application / Certificate
Experience / Knowledge	• Significant post qualification experience in Environmental Health	E	Application, Interview, Test
	• Detailed knowledge of legislation, policy, guidance and best practice relevant to service functions.	E	Application, Interview, Test
	• Experience of liaison and negotiation with partners including voluntary agencies.	E	Application, Interview, Test
	• Dealing with customers / members of the public.	E	Application, Interview, Test
	• Experience of Animal Welfare Licensing	E	Application, Interview, Test
	• Committed to providing high quality	E	Application, Interview, Test

	<p>customer service.</p> <ul style="list-style-type: none"> • Progressive in relation to the Digitalisation Agenda. • Positive approach to income generation and commercialisation. 	<p>D</p> <p>D</p>	<p>Application Form, Test</p> <p>Application Form, Test</p>
Skills and Abilities	<ul style="list-style-type: none"> • Excellent written and oral communication skills • Excellent inter-personal skills with the ability to listen, influence, negotiate and / or persuade people and deal effectively with difficult situations • Ability to plan and prioritise workload within tight but realistic timescales and to ensure that tasks are completed on time • Ability to see things in a wider context combined with a pragmatic approach to problem solving and service delivery. • Flexibility and willingness to motivate and support the management of change. • Ability to research and analyse complex issues and data, prepare clear and concise notes and reports with ability to see the big picture. • Good project management skills. • Computer literate and proficient in Microsoft Office software. • Ability to make customers feel wanted, welcome and cared for. • Ability to take ownership of tasks, challenges and problems to achieve an appropriate outcome. • Ability to carry out inspection of sites regulated by the Council. 	<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>Application Form, Test</p> <p>Application Form, Test</p> <p>Application Form, Test</p> <p>Application Form, Test</p> <p>Application Form, Test</p> <p>Application Form, Test</p> <p>Application Form, Test</p> <p>Application Form, Test</p> <p>Application Form, Test</p> <p>Application Form, Test</p> <p>Application Form, Test</p>

Personal Qualities / Aptitude	<ul style="list-style-type: none"> • Innovation and drive. • Ability to work under pressure and manage a heavy workload. • Ability to work as part of a team and/or alone as required and use own initiative. • Political sensitivity and awareness. • Commitment to professional and personal development. • Ability to manage own time. • Commitment to delivering the best possible services for residents, and internal and external customers. 	<p style="text-align: center;">E</p> <p style="text-align: center;">E</p> <p style="text-align: center;">E</p> <p style="text-align: center;">E</p> <p style="text-align: center;">E</p> <p style="text-align: center;">E</p> <p style="text-align: center;">E</p>	<p>Application Form, Test</p> <p>Application Form, Test</p> <p>Application Form, Test</p> <p>Application Form, Test</p> <p>Application Form, Test</p> <p>Application Form, Test</p> <p>Application Form, Test</p>
Miscellaneous / Other	<ul style="list-style-type: none"> • Full driving licence and access to a car for work purposes. • Ability to attend meetings or carry out inspections out of office hours. • Ability to participate in Out of Hours (weekends only) rota 	<p style="text-align: center;">E</p> <p style="text-align: center;">E</p> <p style="text-align: center;">E</p>	<p>Production at Interview</p> <p>Application, Interview</p> <p>Application Form, Test</p>