



HILLINGDON

LONDON

Job Profile

JOB TITLE: Principal Environmental Health Officer
(Technical Lead Food Health & Safety)

GRADE: POC

POST NO: Various

JOB TIER: 5 (non-management)

DBS CHECK: Enhanced

GROUP: Residents Services

SERVICE: Food Health & Safety Regulation

REPORTING STRUCTURE

Reports to: Food Health & Safety Team Manager

Direct Reports: 2 Apprentices

Indirect Reports: up to 8

ROLE PURPOSE:

As a technical specialist provide relevant professional and technical advice on inland food health and safety and infectious disease matters as required.

Specialist lead role in undertaking investigations and carrying out enforcement in a broad range of areas associated with the service and represent the service at committee meetings and liaison groups.

Demonstrate competency and expertise in all aspects of Food Safety, Food Standards and Health and Safety.

Deputise for the Team Manager to ensure the efficient running of the service and coach team members in the professional specialism.

Manage a caseload of inspections and complex interventions to verify food businesses are meeting food hygiene, food standards and/ or health and safety legal requirements, as well as meeting benchmark standards in associated guidance and established codes of practice.

Support the Team Manager in ensuring that service delivery is compliant with legislative requirements and supportive of Council objectives, particularly 'putting residents first'.

Promote a culture of continuous improvement and performance, ensuring that council values are embedded in delivering a customer focused service.

The post holder will supervise apprenticeship roles.

A. Job Description

1 Resident & Community Contribution

- Provide high quality, customer-focused enforcement, regulation and technical advice by building and leading a team that works efficiently and effectively, bringing positive outcomes for residents, stakeholders, businesses, elected members and colleague; Ensuring environmentally safe standards.
- Deliver projects and campaigns to promote the service to our customers.
- Demonstrate a full understanding of the Council's *Customer Care Standards* and to ensure that these standards are met in order to deliver the Council vision of 'putting our residents first'.

2 People Management

- Assist with the selection and recruitment of new team members.
- Assist with the supervision of officers and ensuring that the service meets the organisational requirements for quality management, customer service, health and safety and legal requirements.
- Identify development opportunities and manage performance and to feedback to the Team Manager on individual performance, through one to ones.
- Actively contribute in Team meetings, act as an exemplar on new ways of working problem solving and be motivating to help maximise performance and potential within the team.
- Identify any variances or discrepancies from expected standards with the team and go about implementing early corrective actions.
- Provide regular communication to the team to ensure everyone is engaged in the service and that service/operational plans and priorities are clear.
- Help identify any training needs to ensure staff meet the required standards, ensuring equality of opportunity for personal development.

- Identify any issues and or concerns in relation to a safe and healthy working environment in line with Health & Safety at Work Act (1974).

3 Operational Service Delivery

- Support the Food Health & Safety Team Manager in effective workforce planning and resourcing, including programming food sampling and food and health and safety inspections.
- Monitor and communicate legislation changes on;
 - Food Hygiene and Food Standards;
 - Health and Safety.
- Maintain detailed knowledge of relevant food and health and safety legislation, policies, codes of practice and guidance.
- Subject matter expert and point of contact for staff on technical issues.
- Account for daily operational performance at service reviews and audits.
- Through the encouragement of regular monitoring of work outputs, to ensure concise, accurate, effective and appropriate communication with stakeholders, elected members, Council staff and partner agencies, providing regular and frequent updates on progress and outcomes in all areas.
- Assist the Team Manager to identify and improve areas of service where targets and standards are not met.
- Develop and implement complex joint problem solving approaches through engagement with partner agencies, businesses, stakeholders, other council departments and residents.
- Keep up to date on, and meet the requirements of current data protection legislation, ensuring that self and staff closely follow service, corporate and legal guidelines with regard to the confidentiality of sensitive or personal data and information.
- Represent the council positively, proactively and in a professional manner at all times.
- Scrutinise legal actions before submission and commissioning of Legal Services, ensuring high quality case files and evidence are produced for prosecutions in line with the Council's Prosecution Policy.
- Maintain awareness of the Council's legal duties and policies on Health & safety, equality, and customer care, and ensure that they are implemented in practice.
- Be a fully authorised officer conversant with the requirements of Food, Health and Safety and Health Protection legislation.
- Undertake reactive visits and proactive food hygiene and food standards inspections of high risk premises including the more complex establishments subject to approval, and giving priority to Cat A and Cat B premises encompassing manufacturing premises and premises including those with regional/ national and global reach. Take any necessary remedial actions, to ensure compliance with legislative standards.

- Provide specialist and detailed advice and information on legislation and associated guidance and code of practice to senior managers and members as may be required.
- Ensure competent timely and efficient inspections and enforcements are carried out within area of designated responsibility.
- Complete intervention risk ratings and determine food hygiene ratings for food businesses.
- Complete topic based health and safety interventions and campaigns and to carry out enforcements and prosecutions as necessary.
- Represent the Council at local liaison group meetings and technical working groups, reporting back on current developments within scope of the work as well as requirements/ potential new ways of working.
- Deliver in a consistent, proportionate, and transparent manner, a caseload of handling proactive and reactive complaints and resulting enforcement work to meet statutory and service requirements.
- Manage an individual and varied case load using current database software to review premises history, plan and prioritise visits and inspections in accordance with risk.
- Provide expert guidance and recommendations to event organisers and licensees in advance of temporary and licensable events including representing the Food Health and Safety Team at Safety Advisory Group Meetings.
- Maintain all relevant records (manual and computerised) to comply with data requirements of the service, external agencies and government.
- Act as lead contact in the investigation of incidents of notifiable diseases assisting the Proper Officer of the Council and or Medical Officer from Public Health England.
- Investigate food poisoning complaints and take required enforcement action.
- Lead on projects, campaigns and educational activities in health promotion food safety, healthier eating and health and safety.
- Organise training events to support the continuing professional development of officers and/or business compliance.
- Demonstrate continuing professional development and ongoing competencies in the field of food safety and health and safety.

4. Service Planning & Development

- Assist in the production of an Annual Service Plan and to help communicate this to team members in a timely manner.
- Participate in and contribute to government and other consultations to influence both future guidance and legislation. To evaluate the impact of proposed and new legislation, ensuring that associated processes are understood and fully disseminated to staff and other relevant organisations.

5 Financial & Resource Management

- Ensure all purchasing and procurement is conducted in line with the corporate guidelines with appropriate use of the Council's financial systems.

- Demonstrate cost-consciousness and identify any cost effective changes to own way of working.
- Ensure correct payment is received and processed for chargeable services.

6 Service Improvement

- Identify and suggest any improvements to current ways of working in order to deliver a more efficient and effective service for customers.
- Contribute to the implementation of improvement initiatives and change programmes using the Council's Project Management and Service Improvement methodologies.
- Update and help develop, publish and maintain standard operational procedures for all key activities across the various functions.
- Develop a culture of performance monitoring and management, based around management information or workflow software. Ensure rigorous application of protocols and procedures in the use of the software.

7 Contacts

- **Internal:** Other Council Colleagues, Senior Management, Elected Members.
- **External:** Other local authorities and central government departments; e.g. Food Standards Agency and Health and Safety Executive; traders, pressure groups, industry and commerce - to managing director level; Heathrow Airport Ltd - to senior levels of management; Solicitors, Barristers, Court Officials and witnesses; Politicians and members of the public, Consultant in Communicable Diseases, SVS , APHA, DEFRA.

8 Additional Responsibilities

- Complete other reasonable tasks in order to fulfil role purpose or as required by management.
- Required to participate in the out of hours standby services.
- To deputise for line manager as required.

9 Key Performance Indicators - examples

- Corporate response for times for letters, emails and telephone calls.
- Complaint response times and minimum time to first contact with complaints.
- Completing programmed inspections as agreed.
- Delivery of agreed performance and development appraisal (PADA) objectives.

B . P e r s o n S p e c i f i c a t i o n

Principal Environmental Health Officer Food Health & Safety Team

This person specification will be used for recruitment to this post. It will form the basis of the application form and candidates will be assessed against aspects of this person specification at interview.

1. QUALIFICATIONS	ESSENTIAL	DESIRABLE
Degree in Environmental Health/ Master Degree in Environmental Health or A Diploma in Environmental Health awarded by EHRB or REHIS to practice as an Environmental Health Practitioner or Environmental Health Practitioner (Integrated degree) Apprenticeship A Certificate of Registration awarded by the EHRB to practice as an Environmental Health Practitioner	<input type="checkbox"/> <input type="checkbox"/>	
Evidence of Continuing Professional Development and membership of a professional body.	<input type="checkbox"/>	
Recognised management qualification.		<input type="checkbox"/>
Audit qualification		<input type="checkbox"/>
2. STATUTORY or ROLE SPECIFIC REQUIREMENTS	ESSENTIAL	DESIRABLE
Ability to work flexibly to meet the needs of the business including working outside core business hours as required.	<input type="checkbox"/>	
Valid UK driving licence or equivalent, with use of a suitable vehicle at all times. to make site visits throughout the Borough	<input type="checkbox"/>	
Ability to undertake visits and inspections at various locations in the airport and throughout the borough.	<input type="checkbox"/>	
3. EXPERIENCE	ESSENTIAL	DESIRABLE
Extensive experience of food health and safety in a where inspections, investigation-based enforcement activity, compliance based enforcement, technical case work and the provision of advice are all undertaken.	<input type="checkbox"/>	
Experience of investigations and enforcement including serving notices, preparing papers for prosecution, writing statements, dealing with formal cautions in connection to with food and/or health and safety.	<input type="checkbox"/>	
Experience of acting as a witness on behalf of an employer and / or appearing in court or at an inquiry to give evidence and be questioned as a witness. implementation of a new work stream or similar.	<input type="checkbox"/> <input type="checkbox"/>	
Experience of working with Government departments and Government and EU agencies at a high level.	<input type="checkbox"/>	
Experience of supervising staff		<input type="checkbox"/>

4. KNOWLEDGE & SKILLS	ESSENTIAL	DESIRABLE
Significant working knowledge of Food and Health Safety legislation, best practice, guidance and an appreciation of emerging issues.	<input type="checkbox"/>	
Ability to prioritise work and work under pressure, meeting expectations deadlines with confidence and resilience.	<input type="checkbox"/>	
Analytical mind with the ability to interpret complex legislation or other requirements.	<input type="checkbox"/>	
Excellent problem solving and decision-making skills and a focus on continuous improvement and innovation	<input type="checkbox"/>	
Excellent verbal, written communication and interpersonal skills with the ability to effectively communicate complex issues to a range of audiences, with a strong customer focus. Ability to produce accurate Cabinet reports, briefing notes and correspondence to a high professional standard.	<input type="checkbox"/>	
Excellent planning and analytical skills.	<input type="checkbox"/>	
Ability to motivate, support and encourage team members to produce positive results; assess and analyse performance, identify training needs and provide appropriate training and support.	<input type="checkbox"/>	
Demonstrable commitment to positive and open ways of working to support strong working relationships	<input type="checkbox"/>	
Understanding of other relevant legislation in health protection and infectious disease as well as other environmental health functions	<input type="checkbox"/>	
Capacity to absorb new knowledge quickly and efficiently	<input type="checkbox"/>	
Ability to effectively use a range of ICT and specific software	<input type="checkbox"/>	
Understanding of GDPR and FOI requirements	<input type="checkbox"/>	
Knowledge of responsibilities connected with this role under Health & Safety at Work legislation.	<input type="checkbox"/>	
Ability to acquire knowledge of the political and its systems, political sensitivity.		<input type="checkbox"/>
5. COMPETENCIES	ESSENTIAL	DESIRABLE
“Can do” positive attitude Demonstrates a commitment to changing work practices and processes, and a willingness to try new ways of working or thinking.	<input type="checkbox"/>	
Takes responsibility and delivers results Adapts to changing demands to ensure that objectives are met, overcoming problems and making well considered decisions.	<input type="checkbox"/>	
Team working Acts as a role model to others in the team, sharing knowledge and experience when necessary, whilst respecting and valuing the contribution other team members’ experiences can bring.	<input type="checkbox"/>	
Communication Demonstrates well developed written and verbal communication skills; and the confidence to present reports and verbal accounts credibly to a variety of different audiences.	<input type="checkbox"/>	

<p>Customer Care Develops contacts and relationships with customer/ client groups, regularly reviewing service delivery and taking responsibility to ensure quality service provision.</p>	<p>□</p>	
<p>Takes ownership of personal development Takes action to develop own and others' capability and knowledge by promoting and supporting developmental opportunities to improve performance.</p>	<p>□</p>	