



# HILLINGDON

LONDON

## Job Profile

June 2025

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<b>JOB TITLE:</b>	Senior Environmental Health Officer (Technical Specialist Food/Health and Safety)
<b>GRADE:</b>	POB
<b>POST NO:</b>	30401
<b>JOB TIER:</b>	5 (non-management)
<b>DBS CHECK:</b>	Standard
<b>GROUP:</b>	Homes and Communities
<b>SERVICE:</b>	Food Health & Safety Public Protection and Enforcement

### REPORTING STRUCTURE

<b>Reports to:</b>	Team Manager Food Health & Safety
<b>Direct Reports:</b>	None
<b>Indirect Reports:</b>	None

### ROLE PURPOSE:

Take a lead role in undertaking and assisting with food and health and safety investigations and carrying out food law enforcement.

Provide an effective and efficient service on behalf of the London Borough of Hillingdon in respect of food and health and safety functions.

Undertake inspections and other 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.

Carry out enforcement in a broad range of areas across the Food H&S service and represent the service at committee meetings and liaison groups.

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

Provide a lead role of expertise in at least one technical area.

## A. Job Description

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### 1. Resident & Community Contribution

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

### 2. People Management

- No direct supervisory responsibility however there will be a requirement to guide and support the Technical/Regulatory Officers and support other staff.
- Assist in induction and training of peers, new employees & apprentices and other staff as required.

### 3. Operational Service Delivery

- Be an authorised officer conversant with the requirements of Food Hygiene and Food Safety legislation.
- Undertake reactive visits and proactive inspections, taking any necessary remedial actions in line with agreed levels of competency, to ensure compliance with legislative standards.
- Complete intervention risk ratings and determine food hygiene ratings for food businesses.
- Complete topic-based health and safety interventions and campaigns around established programmes of work.

- 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.
- Undertake the sampling of food and water for microbiological and chemical analysis, and to interpret and communicate results.
- Manage assigned workload including complaint caseload with a minimum level of supervision.
- Plan and prioritise visits and inspections in accordance with risk.
- Provide and receive management information, complete accurate records and maintain confidentiality.
- Maintain all records to comply with requirements of the service, external agencies and government.
- Assist senior officers with guidance and recommendations to event organisers and licensees in advance of temporary and licensable events.
- Assist in the production of reports to council committee and other bodies.
- Investigate food poisoning complaints and take necessary enforcement action.
- Participate in health promotion and education activities including food safety, healthier eating and health and safety training/ coaching.
- Support the development and implementation of complex joint problem-solving approaches through engagement with partner agencies, businesses, stakeholders, other council departments and residents.
- Operate within the Council's responsibilities under the Data Protection regulations ensuring the security, accuracy and relevance of all personal data held.
- 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.
- Act responsibly within the working environment, evaluating risks and adhere to safe working practices. Promptly report hazards, incidents and accidents so that reasonably practicable measures can be taken.

#### **4. Service Planning & Development**

- Maintain knowledge of the current Team Plan and understanding of own contribution to ensure delivery of this plan.
- Assist service management in promoting and maintaining service standards.
- Active engagement in the development of strategy, policy and procedures and implementation in line with organisational objectives of continuous/business improvement delivery.

#### **5. Financial & Resource Management**

- Demonstrate cost-consciousness and identify any cost-effective changes to own way of working.
- Proactively plan and programme work to facilitate the most efficient use of time and money
- 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.

## 7. Contacts

- **Internal:** All Council departments to a Senior level of Management, and elected Members.
- **External:** Other local authorities and central government departments - to a high level of management; 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; Other enforcement bodies; Politicians; members of the public; Consultant in Communicable Diseases, SVS , APHA, DEFRA;. Trading Standards, Licensing, police fire authorities, Public Health England

## 8. Additional Responsibilities

- Complete other reasonable tasks in order to fulfil the role purpose or as required by management. Including secondment to Imported Food Office when demand required.
- Work outside of normal working hours as required.
- Required to participate in the out of hours standby services.

## 9. KEY PERFORMANCE INDICATORS

- Corporate response for times for letters, emails and telephone calls.
- Compliance with agreed SLAs and service standards, e.g. processing of food import documentation etc.
- Delivery of agreed performance and development appraisal (PADA) objectives.

## B. Person Specification

### Senior Environmental Health Officer Food Health and 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 also assessed against aspects of this person specification at interview.

<b>1. QUALIFICATIONS</b>	<b>ESSENTIAL</b>	<b>DESIRABLE</b>
One or more of the following qualifications <ul style="list-style-type: none"> <li>• A Certificate of Registration awarded by the EHRB to practice as an Environmental Health Practitioner and</li> <li>• Diploma in Environmental Health awarded by EHRB, REHIS or</li> <li>• Degree in Environmental Health, or</li> <li>• Master's degree, or</li> <li>• Environmental Health Practitioner (Integrated degree) Apprenticeship</li> </ul>	✓	
Evidence of Continued Professional Development	✓	
Quality Assurance qualification e.g. Lead Auditor		✓
<b>2. STATUTORY or ROLE SPECIFIC REQUIREMENTS</b>	<b>ESSENTIAL</b>	<b>DESIRABLE</b>
Hold a current full driving licence and have a car to enable you to make site visits throughout the Borough	✓	
Willingness and ability to work outside normal office hours, and participate in rota as necessary	✓	
Ability to undertake visits and inspections at various locations in the airport and throughout the borough	✓	
<b>3. EXPERIENCE</b>	<b>ESSENTIAL</b>	<b>DESIRABLE</b>
Significant and demonstrable practical experience in food safety or health and safety inspections.	✓	
Experience of working in Local Government in an enforcement role	✓	
Investigations and enforcement to include serving notices, preparing papers for prosecution, writing statements, dealing with formal cautions in connection to with food and/or health and safety.	✓	
Experience of preparing and giving evidence as an expert witness at court/tribunal hearing/council committees/coroners court.		✓
Experience of working with consumers and council residents.	✓	

Experience of a varied and demanding workload and scheduling work programs utilising time and resources efficiently.	✓	
Research and preparing detailed written reports.	✓	
Experience of working independently with the minimum of supervision dealing with problems and challenges using critical thinking and making reasonable judgements when resolving matters.	✓	
<b>4. KNOWLEDGE &amp; SKILLS</b>	<b>ESSENTIAL</b>	<b>DESIRABLE</b>
Ability to work on own initiative and as part of a team with the ability to train, advise and guide others.	✓	
Excellent knowledge of Food Safety, Health Protection and Infectious Disease and keep fully conversant with all legislative and technical developments in relation to the functions of the team.	✓	
Knowledge, understanding and ability to interpret and apply food safety and health and safety legislation and relevant statutory provisions, codes of practice and practice guidance	✓	
Understanding of other relevant legislation in relation to food, or health & safety, infectious disease and other environmental health functions	✓	
Ability to organise own workload, determine priorities and meet deadlines	✓	
Understanding of hazards and ability to determine risk and make balanced decisions and select the most appropriate course of action, including taking formal actions having regard to council enforcement procedures and recognised codes of good practice	✓	
Capacity to absorb new knowledge quickly and efficiently	✓	
Demonstrable commitment to positive and open ways of working to support strong working relationships	✓	
Excellent verbal and written communication skills with ability to liaise with residents and businesses in a polite and confident manner	✓	
Excellent IT skills with the ability to learn service specific software	✓	
<b>5. COMPETENCIES</b>	<b>ESSENTIAL</b>	<b>DESIRABLE</b>
<b>“Can do” positive attitude</b> Demonstrates a commitment to changing work practices and processes, and a willingness to try new ways of working or thinking.	✓	
<b>Takes responsibility and delivers results</b> Adapts to changing demands to ensure that objectives are met, overcoming problems and making well considered decisions.	✓	
<b>Team working</b> 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.	✓	
<b>Communication</b>		

Demonstrates well developed written and verbal communication skills; and the confidence to present reports and verbal accounts credibly to a variety of different audiences.	✓	
<b>Customer Care</b> Develops contacts and relationships with customer/ client groups, regularly reviewing service delivery and taking responsibility to ensure quality service provision.	✓	
<b>Takes ownership of personal development</b> Takes action to develop own and others' capability and knowledge by promoting and supporting developmental opportunities to improve performance.	✓	