



Job Profile

March 2021

JOB TITLE:	Senior Environmental Health Officer (Technical Specialist)
GRADE:	POB
POST NO:	
JOB TIER:	5 (non-management)
DBS CHECK:	Standard
GROUP:	Residents Services
SERVICE:	Food and Safety Regulation

REPORTING STRUCTURE

Reports to:	Principal Environmental Health Officer
Direct Reports:	None
Indirect Reports:	None

ROLE PURPOSE:

Responsible for protecting public and animal health at the border by being a subject matter expert in relation to the current and emerging legislation relevant to the Imported Food Team.

Responsible for providing service that is compliant with legislative requirements and provide legislative advice and training to colleagues, design policies and procedures, to ensure 'best practice' delivery of legislative requirements. Support the Imported Food

Team Manager providing relevant professional and technical advice on imported food matters as required.

Exercise professional judgement over the range of assigned duties and determine and implement appropriate courses of action, working on one's own initiative and within the policies and procedures set out as well as supporting and advising other staff.

Undertake official statutory controls including verification of import documentation undertaking examination and sampling of products.

Carry out enforcement work in line with Council Policy, procedures, relevant national guidance and codes of practice. Prepare reports and statements of evidence for legal proceedings and to attend court, to give evidence on behalf of the Council.

A. Job Description

1 Resident & Community Contribution

- 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'.
- Provide high quality, customer-focused enforcement, regulation and technical advice bringing positive outcomes for residents, stakeholders, businesses, elected members and colleagues
- Deliver projects and campaigns to promote the service to our customers.

2 People Management

- No direct supervisory responsibility however may be requirement to assist in induction and training of peers and new employees.
- Supervisory responsibility in the absence of the Shift Leader.
- Issue instructions and guidance to staff on changes in legislation.
- Overseeing casework of Environmental Health Officers, Food Safety Officers, Technical Officers and Apprentices.
- Assist in induction and training of peers, new employees, student Environmental Health Officers and other staff as required.

3 Operational Service Delivery

- Monitor and communicate legislation changes on one of 2 major areas of Imported Food Controls:

- Products of Animal Origin - Fish and fishery products (including controls on IUU Fishing)
 - Products not of Animal Origin (including controls on organic produce)
- Responsible for the technical legislative requirements, including:
 - Maintenance of a detailed knowledge of relevant imported food legislation, policies, codes of practice and guidance.
 - Acting as a subject matter expert and first point of contact for staff on technical issues.
- Provide detailed assessments of proposed legislation, technical briefs, advice and guidance to the Principal Environmental Health Officers and Team Manager.
- Ensuring internal policies and procedures are up-to-date and compliment with other non-technical policies and procedures (eg; health and safety)
- Provide expert guidance and information to colleagues with timely dissemination to colleagues ensuring understanding, utilising a wide range of communication channels.
- Provide technical input that develops a performance culture which directly contributes to the delivery of service priorities.
- Carry out technical training of colleagues to deliver the practical implementation of Council policies and procedures, and to ensure effective, efficient and compliant service delivery.
- Ensure quality and service through excellent customer service providing information/education/training to colleagues and customers on legislative requirements to encourage and develop regulatory compliance.
- Present, lecture and instruct whenever necessary relevant stakeholders in changes of Legislation, Official Guidance and/or operative systems.
- Organise training events to support the continuing professional development of officers and/or business compliance.
- Act, advise on, and where appropriate, take appropriate and proportionate enforcement action across the full range of imported food issues.
- Ensure competent timely and efficient inspections and enforcements are carried out within area of designated responsibility.
- Monitor the qualitative aspect of service by undertaking internal technical compliance audits.
- Technical contact for external compliance audits and act as a project or technical lead on any aspect of the team's work.
- Represent the Council at technical working groups and meetings reporting back current developments, requirements and potential new ways of working.
- Maintain all records to comply with requirements of the service, external agencies and government.
- Assist with the development and delivery of ICT solutions.

- Regularly review and implement procedures in line with departmental and council policies and legislative changes.
- Undertake the sampling of food and feed for microbiological and chemical analysis; interpret and communicate results.
- To sign statutory notices in relation to delegated duties undertaken in accordance with established guidelines.
- Assist and advise central competent authorities on surveillance and mandatory sampling initiatives of food and feed. To develop and enforce local sampling programmes controlling imported foodstuffs.
- Be aware of the Councils responsibilities under the General Data Protection Regulations ensuring the security accuracy and relevance of all personal data held.

4 Service Planning & Development

- Maintain knowledge of the current Team Plan and understanding of own contribution in order to ensure delivery of this plan.
- Assist service management in promoting and maintaining service standards.
- Support 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 resources.
- Ensure correct payment is received and processed for consignments.

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.
- Assist the Team Manager and Principal Environmental Health Officer with new ways of working.

7 Contacts

- Primary contact will be with businesses, central government departments and agencies, service users and residents.

Internal: All council departments which are relevant to the business of the service; senior managers, elected members as appropriate.

External: Central government departments and agencies, other local authorities, contractors, Heathrow Airport Limited, traders, pressure groups, industry and commerce, Politicians, Solicitors, Barristers, Court Officials and witnesses, Government Chemist.

8 Additional Responsibilities

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

9 Key Performance Indicators - examples

- 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.
- Performance targets as detailed in Performance and Development Appraisals (PADA).
- Produce communication on legislative changes within agreed timescales.

B. Person Specification

Senior Environmental Health Officer (Technical Specialist), Imported Food 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.

1. QUALIFICATIONS	ESSENTIAL	DESIRABLE
Degree or Diploma in Environmental Health and Certificate of Registration as an Environmental Health Practitioner (or historical equivalent) recognised by the Environmental Health Registration Board (EHRB) / Royal Environmental Health Institute of Scotland (REHIS) Diploma in Environmental Health	✓	
Evidence of Continuing Professional Development and membership of a professional body.	✓	
Audit qualification		✓
Relevant post graduate qualification		✓
2. STATUTORY or ROLE SPECIFIC REQUIREMENTS	ESSENTIAL	DESIRABLE
Ability to work flexibly to meet the needs of the service and participate in shift work involving hours worked at weekends and evenings	✓	
Hold a current full driving licence and have a car to enable you to make site visits throughout the Borough	✓	
Physically able to check consignments of imported food involving lifting and moving boxes	✓	
Able to work in temperature-controlled environments	✓	
3. EXPERIENCE	ESSENTIAL	DESIRABLE
Significant and demonstrable practical experience of imported food controls at the border, in a role where inspections, investigation based enforcement activity, compliance based enforcement, technical case work and the provision of advice are all undertaken.	✓	
Experience of working in an advisory / technical role at a Border Control Point.	✓	
Experience in compliance monitoring.		✓
Experience in the design and delivery of training.		✓
Excellent knowledge of reporting procedures and record keeping.		
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 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.		✓
Experience of a varied and demanding workload and utilising time and resources efficiently.	✓	
Experience of working independently with the minimum of supervision dealing with problems and challenges using critical thinking and making reasonable judgements when resolving matters.	✓	
Experience of providing excellent quality customer service	✓	
Experience of working with Government departments and Government and EU agencies at a high level.	✓	
4. KNOWLEDGE & SKILLS	ESSENTIAL	DESIRABLE
Thorough working knowledge of Imported Food legislation, best practice, guidance and an appreciation of emerging issues.	✓	
An analytical mind with the ability to interpret complex legislation or other requirements.	✓	
Excellent problem solving and decision making skills and a focus on continuous improvement and innovation	✓	
Excellent planning and analytical skills.	✓	
Ability to identify and evaluate technical compliance risks across the organisation.	✓	
Able to work under pressure, with confidence and resilience.	✓	
Statistical analysis skills with an ability to produce informative and concise reports.	✓	
Initiative and able to operate effectively with minimal supervision, to problem solve and take the lead to overcome barriers	✓	
Ability to work as part of a team with the ability to challenge, coach, motivate and train staff to produce positive results	✓	
Ability to form and foster good professional relationships with partner organisations.	✓	
Excellent verbal, written communication and customer care skills with the ability to communicate legislative requirements and new policies and procedures to both the public and team.	✓	
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	✓	
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	✓	
Strong customer focus.	✓	
Understanding of GDPR and FOI requirements	✓	

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.	✓	
Takes responsibility and delivers results Adapts to changing demands to ensure that objectives are met, overcoming problems and making well considered decisions.	✓	
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.	✓	
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.	✓	
Customer Care Develops contacts and relationships with customer/ client groups, regularly reviewing service delivery and taking responsibility to ensure quality service provision.	✓	
Takes ownership of personal development Takes action to develop own and others' capability and knowledge by promoting and supporting developmental opportunities to improve performance.	✓	