



Job Profile

March 2021

JOB TITLE: Environmental Health Officer
OR
Food Safety Officer
(*Dependent on Qualification*)

GRADE: POA

POST NO:

JOB TIER: 5 (non-management)

DBS CHECK: Basic

GROUP: Residents Services

SERVICE: Imported Food Office
Food and Safety Regulation

REPORTING STRUCTURE

Reports to: Principal Environmental Health Officer

Direct Reports: None

Indirect Reports: None

ROLE PURPOSE:

To protect public and animal health at the border by providing Official Fish Inspector (OFI) presence at London Heathrow Airport for imports of fishery products (Products of Animal Origin - POAO) and to enforce statutory requirements for imports of food and feed not of animal origin (FNAO).

Provide an effective and efficient service on behalf of the London Borough of Hillingdon in respect of imported food functions at Heathrow Airport's Border Control Post. Undertake official statutory controls including verification of import documentation and examination and sampling of products.

Exercise professional judgement and carry out all enforcement work in line with Council policies procedures, relevant national guidance and codes of practice, taking legal responsibility for the final decision made.

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'.
- 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 Officers and support staff.
- Assist in induction and training of peers, new employees & apprentices and other staff as required.

3 Operational Service Delivery

- Responsible and accountable for the decision making on the outcome of controls on:
 - Fish and Fishery products (Products of Animal Origin) for human consumption
 - Products Not of Animal Origin (PNAO)
 - Illegal, Unregulated and Unreported fish controls
 - Organic Imports
 - Materials in contact with food
- Undertake the sampling of food and water for microbiological and chemical analysis, and to interpret and communicate results.
- To sign statutory notices in relation to delegated duties undertaken in accordance with established guidelines.
- Maintain detailed knowledge of all relevant legislation relating to the role, including maintaining relevant levels of Continuing Professional Development.

- Oversee and provide advice to Technical Officers and support staff in the execution of all relevant duties ensuring delivery is consistent and appropriate.
- Communicate import requirements with importers and clearing agents to ensure that legislative requirements are met in relation to consignments, including those rejected at the BCP.
- Undertake manifest checks on flights and consignments arriving into Heathrow Airport.
- Undertake random searches of cargo in the Airline Temporary Storage Facilities and take any necessary enforcement action.
- Deliver in a consistent, proportionate and transparent manner to meet statutory and service requirements.
- To manage with a minimum level of supervision your own workload including a personal caseload assigned by the Principal Environmental Health Officer.
- Technical supervision of internal and external stakeholders operating at the Border Control Post.
- Work with outside organisations involved in the work of the BCP including; Heathrow Airport Limited, importers and exporters, local clearing agents, Government departments, UK Border Force, Animal and Plant Health agency, Official Control Laboratories, and other Border Control Posts.
- To develop new ideas and proactively assist the Senior and Principal Environmental Health Officers with development of procedures, to improve efficiencies using best practice. To actively participate in reviewing relevant legislation and initiatives.
- Assist in the production of reports to council committee and other bodies.
- Maintain all records to comply with requirements of the service, external agencies and government.
- Provide and receive management information, maintain records and national and international databases, maintaining confidentiality.
- 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. Reporting hazards, incidents and accidents so that reasonably practicable measures are taken in the workplace.
- To be aware of the Council's responsibilities under the General Data Protection Regulations ensuring the security accuracy and relevance of all personal data held.
- Assist with Water Sampling and Aircraft Disinfection duties as part of general Port Health requirements of international health regulations.

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.

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. Including secondment to Food Health and Safety when demand requires.
- 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.
- Delivery of agreed performance and development appraisal (PADA) objectives.

B. Person Specification

Environmental Health Officer / Food Safety Officer, 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	✓	
Or	Or	
Higher Certificate in Food Control issued by the Environmental Health Registration Board.	✓	
Official Fish Inspector (OFI) certification and training completed (or completed within 1 year of appointment)	✓	
Evidence of Continued Professional Development	✓	
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 points of entry or inland.		✓
Previous experience as an Environmental Health Practitioner within a Port Health environment.		✓
Experience of working in Local Government in an enforcement role.	✓	
Experience of drafting and serving enforcement notices.	✓	
Experience of preparing papers for prosecution, writing statements, dealing with formal cautions and giving evidence as an expert witness at court.		✓
Experience of providing excellent quality customer service	✓	

Experience of working under competing pressures	✓	
Experience of accurately recording assessments, preparing returns, writing reports and using a range of IT packages	✓	
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.	✓	
4. KNOWLEDGE & SKILLS	ESSENTIAL	DESIRABLE
Ability to work on own initiative and as part of a team with the ability to train, advise and guide others.	✓	
Knowledge, understanding and ability to interpret and apply imported food legislation, guidance and industry good practice.	✓	
Keep fully conversant with all legislative and technical developments in relation to the functions of the team.	✓	
A thorough understanding of Food and Feed controls at a Border Control Post.		✓
Capacity to absorb new knowledge quickly and efficiently.	✓	
Excellent written communication skills including letters, notices and presentation of data that will involve legal enforcement that will range from highly technical to those that would be in layman's terms encompassing a wide range of stakeholders both high and low level within organisations and the general public.	✓	
Excellent oral communication & presentation skills with the ability to consult and persuade through the provision of advice and information to a wide variety of stakeholders including both business and the general public.	✓	
Takes responsibility for individual and organisational decisions	✓	
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	✓	
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	✓	
Demonstrable commitment to positive and open ways of working to support strong working relationships	✓	
Excellent IT skills with the ability to learn service specific software	✓	
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.	✓	