



HILLINGDON

LONDON

Job Profile

March 2021

| | |
|-------------------|--|
| JOB TITLE: | Environmental Health Technical Officer |
| GRADE: | SO1 |
| POST NO: | Various |
| 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 monitoring, inspecting and providing advice and education.

To assist the Environmental Health Officers, Food Safety Officers and Official Veterinarians in providing 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.

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'.

2 People Management

- No direct supervisory responsibility however there will be a requirement to assist in the induction and training of peers and new employees.
- Assist with the training of student Environmental Health Officers, apprentices and other staff as required.

3 Operational Service Delivery

- Undertake checks on imported food including products of animal origin and food of non-animal origin in line with office procedures to verify compliance with relevant legislation.
- Complete inspection reports, identify abnormalities, escalate to the EHO / OVS and identify remedial action where appropriate.
- Carry out document checks and prepare official documents including Common Health Entry Documents.
- Maintain knowledge of relevant legislative requirements.
- Provision of advice to customers on specific import requirements and procedures.
- Assist the Environmental Health Officers (EHO) and Food Safety Officers with the sampling of food for laboratory analysis.
- Undertake checks on and endorse organic certification.
- With assistance from an EHO / Official Veterinarian (OV), prepare detention and rejection notices for imported food consignments.
- Undertake manifest checks on flights and consignments arriving into Heathrow Airport.
- Undertake random searches of cargo in the Airline Temporary Storage Facilities and assist the EHO / Food Safety Officers with any necessary enforcement action.
- Responsible for calibration of temperature monitoring equipment.
- Maintain stock levels in the examination facilities to ensure that appropriate resources are available for inspection.
- Prepare routine letters and reports on imported food.
- Accurately record relevant information and enter data into specific software and shared systems (e.g. IPAFFS).

- Participate in training courses as required.
- Maintain an up-to-date understanding of internal procedures in place at the imported food office, relevant legislation and guidance relevant to the post.
- Assist the EHO / OV in the preparation of evidence for use in legal proceedings.
- 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.
- Carry own supervised caseload and be able to carry out all aspects of imported food control, subject to the statutory delegation levels.
- Assist with Water Sampling and Aircraft Disinsection duties as part of general Port Health duties required by international health regulations.

4 Service Planning & Development

- Maintain an up-to-date knowledge of the current Team Plan and understanding of one's own contribution to ensure delivery of this plan.
- Assist service management in promoting and maintaining service standards.

5 Financial & Resource Management

- Demonstrate cost-consciousness and identify any cost-effective changes to one's 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, Public Analyst.

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.

9 Key Performance Indicators - examples

- Carry out checks on imported food and feed, and issue necessary documentation in line with procedures.
- 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 Technical Officer

This person specification will be used for recruitment to the vacancy. 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 |
|---|--|-----------|-----------|
| Educated to a degree or equivalent level or proven relevant experience | | ✓ | |
| Relevant qualification in food safety and/or microbial detection in food | | | ✓ |
| 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 | | ✓ | |
| Physically able to check consignments of imported food involving lifting and moving boxes | | ✓ | |
| Able to work in temperature-controlled environments | | ✓ | |
| Hold a current full driving licence to enable you to travel to the different storage facilities and Border Control Posts at Heathrow Airport, and throughout Hillingdon | | ✓ | |
| 3. EXPERIENCE | | ESSENTIAL | DESIRABLE |
| Experience of implementing imported food controls at points of entry or inland. | | | ✓ |
| Experience of working under competing pressures | | ✓ | |
| Experience of accurately recording assessments, preparing returns, writing reports and using a range of IT packages | | ✓ | |
| Experience of providing excellent quality customer service | | ✓ | |
| 4. KNOWLEDGE & SKILLS | | ESSENTIAL | DESIRABLE |
| Ability to obtain good knowledge of imported food legislation, to interpret import requirements and communicate these to businesses and colleagues | | ✓ | |
| An understanding of the role that Local Authorities perform in respect of import controls at points of entry | | ✓ | |
| Ability to organise and prioritise own workload, work under pressure and meet deadlines. | | ✓ | |
| Capacity to absorb new knowledge quickly and efficiently | | ✓ | |
| Ability to use a range of IT packages including service specific software. | | ✓ | |
| Ability to liaise with internal and external contacts in a confident and professional manner | | ✓ | |
| Well developed verbal and written communication. Customer care skills and the ability to produce accurate reports and correspondence to a high standard. | | ✓ | |

| | | |
|---|------------------|------------------|
| Ability to work on own initiative without supervision, and manage competing pressures. | ✓ | |
| 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. | ✓ | |