

Role profile

Job Title:	Graduate Environmental Health Officer
Department:	Environmental Health & Trading Standards
Directorate:	Housing And Environment

Grade:	8 - 9
Post no.:	
Location:	Perceval House

Role reports to:	Property Licensing & Enforcement Team Leader / Principal Food Safety Officer / Property Regulation Team Leader
Direct reports:	None
Indirect reports:	None

Job description

This role profile is non-contractual and provided for guidance. It will be updated and amended from time to time in accordance with the changing needs of the council and the requirements of the job.

Purpose of role

1. To achieve qualification and registration as an Environmental Health Practitioner and registration in accordance with the Chartered Institute of Environmental Health qualification and registration scheme.
2. Develop the necessary professional skills, competence and knowledge, through the undertaking of environmental health work, to achieve qualification and registration.
3. To provide support in the delivery of the Council's statutory and non-statutory functions as well as it's related strategies and policies.
4. Promote improved compliance among various dutyholders including landlords and businesses through targeted advice, educational programs, interventions and enforcement and legal action.
5. Respond to, investigate, report on and resolve complaints and requests for service in relation to a range of Environmental Health matters.
6. Where necessary liaise with the relevant internal services and external agencies, including the FSA, HSE, DEFRA, MHCLG, EA, police and fire brigade.

Key Accountabilities

Grade 8

1. Undertaking physical on-site advisory visits and revisit inspections to businesses and private dwellings within the borough in order to check compliance and provide guidance and support with regulatory requirements.
2. Providing technical advice and guidance to business and landlords regarding good safety practices, hygiene standards, and regulatory requirements.
3. Responding to service requests and complaints and providing advice to members of the public, businesses, and organisations regarding Environmental Health matters.
4. Providing administrative, logistical, and investigative support to the Environmental Health teams including call & enquiry handling, inputting & retrieving data, updating Council databases, assisting in preparing legal & court documents and assisting officers in their enforcement duties when required.
5. Delivering against the team and personal work plans, targets, and performance indicators, subject to applicable legal constraints and requirements associated with the team's and the individual's work.
6. Ensuring all inspections, investigations, enforcement actions, and other relevant activities are accurately recorded and maintained using contemporaneous notes and the Council's database.
7. Draft materials, subject to approval, across all relevant media including online and digital; media and press activities; print and publications such as posters and leafleting campaigns that the council and businesses can use to promote food hygiene compliance.
7. Work collaboratively with other key stakeholders both internally and externally to achieve shared outcomes. Where necessary, correctly identifying and liaising with the relevant external agencies including the FSA, HSE, DEFRA, MHCLG, EA, police and fire brigade.
8. Take responsibility for progress with achievement of qualification and registration as an Environmental Health Practitioner personal development and training relevant to the post holder's duties and keep up to date with relevant legislation, codes of practice and technical requirements relevant to the post.
9. Ensure that every aspect of personal conduct and service delivery is in accordance with as well as in the spirit of legal requirements, local and corporate procedures, instructions, guidance and policies including Ealing's Equality & Diversity and Dignity at Work policies, Customer Care Standards etc

Grade 9 – In Addition to Grade 8:

1. Undertake programme and non-routine food hygiene and standards inspections of low-risk premises to assist in meeting individual and team inspection programme targets.
2. Undertake visits and inspections to investigate service requests across all fields of Environmental Health.
3. To appropriately work in and manage the wellbeing, health and safety of self, colleagues and others in physically risky and dangerous situations, structures and environments including working where the risk of exposure to infectious diseases, physical, chemical, biological, and psychosocial hazards is heightened, often out of hours and on weekends.
4. Identify non-compliant businesses and dwellings, plan and execute strategies to improve or bring them into compliance using the most appropriate options available, including enforcement and reporting infringements for further consideration with regards to legal proceedings.
5. Ability to prepare letters, reports and draft service related legal documents.
6. With supervision draft enforcement notices and schedules of work to deal with non-compliance, and where appropriate and with support, prepare case files for prosecution.
7. Maintain accurate records of inspections, investigations, enforcement actions, and other relevant activities using contemporaneous notes and the Councils database to be used as potential evidence in accordance with Police and Criminal Evidence Act 1984.
8. Under supervision, produce relevant legal documentation for presentation at the relevant Court (e.g., civil, criminal, coroners) or tribunal or hearing, including 'closure' of food premises applications, enforcement notices and prosecution files.
9. Partake in the delivery of national and local food sampling projects, including identification of potential foods and premises, carrying out sampling within specified timeframes, recording accurate notes as required and submitting samples to Public Analyst/Food Examiner in accordance with Code of Practice.
10. Commensurate with the post holder's qualifications, delegated powers, and post holder's specialist knowledge, to have responsibility for specific areas of the team's work and projects related to improvement of compliance

Key performance indicators

- Punctual and comprehensive response to, and resolution of, service requests
- Inspection and assessment of areas, premises and properties to identify hazards, defects and non-compliance
- Instigation of enforcement action where appropriate to achieve positive outcomes
- Timely achievement of targets and work programmes
- Carrying out work to the applicable legislative and departmental standard
- Accuracy and reliability of work including record keeping and updating information systems

Key relationships (internal and external)

- Other Council Staff
- Ealing Residents
- Ealing Business Community
- External Organisations e.g., Police (including cadets) · HMRC · Chartered Institute of Environmental Health · Department of Work and Pensions · Department for Business, Energy, and Industrial Strategy · Ministry of Housing Communities and Local Government · London Fire Brigade · Safety at Ports Teams · Court Officials · Members of the public · Community Groups and the voluntary sector · Food Standards Agency · Health & Safety Executive · Business Improvement Districts and other professional bodies.
- Central Government Departments, London Mayors Office, and other local authorities.

Authority level

- Work collaboratively with staff in the team, other internal and external services, partnerships, and external agencies.
- Ensure the legal work meets appropriate standards.
- Act as an Authorised Officer of the Council under Environmental Health legislation.

Person specification

Essential knowledge, skills, and abilities

Grade 8

1. Theoretical knowledge and skills sufficient to effectively carry out the duties of a Graduate Environmental Health Officer.
2. Ability to prioritise and manage own workloads while meeting performance targets with minimal supervision.
3. Ability to draft official correspondence and reports.
4. Ability to appropriately work in and manage own wellbeing and health & safety in physically risky and dangerous situations, structures, and environments; including working where the risk of exposure to infectious diseases, physical, chemical, biological and psychosocial hazards is heightened.
5. Ability to work in partnership with stakeholders to achieve shared outcomes.
6. Ability to interpret law, maintain professional knowledge, and keep up to date with relevant legislation, codes of practice and technical requirements.
7. Commitment to Ealing Councils Values and Behaviours.
8. Good communication skills both written and verbal with the ability to demonstrate good presentational and interpersonal skills including customer relations and mediation.
9. Ability to work flexibly. The post holder may be required to work outside normal working hours, including late nights and early mornings at short notice in exceptional circumstances (such as major food outbreaks or accidents).

Grade 9 – In Addition to Grade 8

1. Experience of managing own workload and meeting performance targets with minimal supervision.
2. Good understanding and knowledge of the Food Law Code of Practice, Food Hygiene Rating Scheme and FHRS Brand Standard. HHSRS?
3. Experience of undertaking low risk food safety and food standards inspections and/ or experience of investigating a range of Environmental health matters, unaccompanied and prepare official inspection reports in line with the statutory requirements.
4. Ability to record accurate contemporaneous to be used as potential evidence in accordance with Police and Criminal Evidence Act 1984.

Essential qualification(s) and experience

Grade 8:

1. A Degree in Environmental Health (or equivalent qualification) or working towards completion of degree.
2. Experience of meeting performance targets and managing work loads
3. Significant experience of working in a customer focused service

Grade 9 – In Addition to Grade 8

1. Registration as an EHP with the CIEH
2. Ability to demonstrate the theoretical and practical knowledge and skills required working for working in Local Government regulation of Food Hygiene and Standards.
3. Practical experience and knowledge of how to carry out a range of Environmental Health interventions including official food controls, Housing Health and Safety Rating System.
4. Experience in undertaking food samples using aseptic techniques, accurately record and collect evidence in accordance with PACE and submitting samples to the Food examiner/Public Analyst.
5. Experience of drafting enforcement notices and legal documents.

Values and behaviours

Improved life for residents	Trustworthy	Collaborative	Innovative	Accountable
<ul style="list-style-type: none"> • Is passionate about making Ealing a better place • Can see and appreciate things from a resident point of view • Understands what people want and need • Encourages change to tackle underlying causes or issues 	<ul style="list-style-type: none"> • Does what they say they'll do on time • Is open and honest • Treats all people fairly 	<ul style="list-style-type: none"> • Ambitious and confident in leading partnerships • Offers to share knowledge and ideas • Challenges constructively and respectfully listens to feedback • Overcomes barriers to develop our outcomes for residents 	<ul style="list-style-type: none"> • Tries out ways to do things better, faster and for less cost • Brings in ideas from outside to improve performance • Takes calculated risks to improve outcomes • Learns from mistakes and failures 	<ul style="list-style-type: none"> • Encourages all stakeholders to participate in decision making • Makes things happen • Acts on feedback to improve performance • Works to high standards