

Role profile

Job Title:	Food Safety Officer	Grade:	
Department:	Community Protection	Post no.:	
Directorate:	Environmental Health & Trading Standards	Location:	Perceval House

Role reports to:	Principle Food Safety Officer
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 discharge the Council's statutory and non-statutory functions as well as its related strategies and policies with regard to food safety by carrying out official food controls and other interventions.
2. To promote improved compliance among underperforming food businesses through targeted advice, educational programs, and official food control interventions and when necessary, taking legal enforcement action.
3. To investigate complaints, national and international food outbreaks and complicated requests for service in relation to food safety and related legislation.
4. Collaborate across teams to achieve the Council's strategic objectives, ensuring awareness of Health and Safety, Waste Control, Infectious Disease, and other concerns, and promptly reporting them to the relevant enforcing departments.

Key Accountabilities

Grade X

- Undertake programme and non-routine food hygiene and standards inspections of low to high-risk premises to meet individual and team inspection programme targets.
- Respond to service requests and give advice to members of the public, businesses and organisations regarding food safety matters.
- Carry out formal food sampling using aseptic techniques and 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 Food Law Code of Practice.
- Where necessary liaise with the relevant external agencies including the Food Standards Agency (FSA), Health & Safety Executive (HSE), Public Health England and others to initiate recalls and withdrawals.
- Be experienced in exercising warranted powers and deal with non-compliance through means of enforcement notices and where appropriate, with support prepare case files for prosecutions and act as a witness in Criminal Courts.
- Maintain accurate records of inspections, investigations, enforcement actions, and other relevant activities using contemporaneous notes and the Councils database.
- Maintain professional and expert knowledge and keep up to date with relevant legislation, codes of practice and technical requirements relevant to the post.
- Always act in accordance with the Council and Team procedures and with regards to Health and Safety generally and more specifically, personal safety of oneself, colleagues and everyone else.
- Support the Senior Officers, Principal Officers and other officers as directed or required within the Food Safety Team, and where relevant, key internal and external partners/agencies.
- 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.

- Collaborate across teams to achieve the Council's strategic objectives, ensuring awareness of Health and Safety, Waste Control, Infectious Disease, and other concerns, and promptly reporting them to the relevant enforcing departments.

Grade X+1 – In Addition to Grade X Accountabilities

- With minimum supervision, prioritise and self-manage workload and act as a fully authorised officer within the team, using your substantial experience in assessing and taking action in regard to complex food premises interventions and investigations.
- With minimum supervision, prepare case files for prosecutions and initiate and carry out enforcement and legal processes associated with the service of Hygiene Emergency Prohibition Notices and making applications for Emergency Prohibition Orders in the Magistrates Court and the service of Remedial Action Notices at approved premises.
- Plan and deliver innovative projects to improve business awareness and compliance in Food Safety and Standards areas.

Key performance indicators

- Ensure all monthly food hygiene and food standards inspection targets of low to high risk premises are completed in a timely manner and are accurately recorded.
- Ensure all service requests are responded to and acted upon appropriately and in with corporate complaints policy and services targets.
- Always act in accordance with the Council, Food Safety Team, Regulators and specific businesses policies, procedures, standards, and codes of conduct.
- Ensuring any sampling projects are completed in accordance with defined scope and Code of Practice.

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 · Members of

Parliament · EU Market surveillance authorities · 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.

External Consultants and Technical Advisors.

- Work collaboratively with staff in the team, other internal and external services, partnerships, and external agencies.
- Responsible for evidence handling (including in criminal and evidential contexts).
- Ensure the legal work meets appropriate standards. Act as an Authorised Officer of the Council under Regulatory Services legislation.

Person specification

Essential knowledge, skills, and abilities

For Grade X:

1. Practical and theoretical knowledge and skills sufficient to effectively carry out the duties of a Food Safety Officer.
2. Proficient in managing and prioritising own workloads and meeting performance targets with minimal supervision.
3. Ability to prepare letters and inspection reports in line with the Food Law Code of Practice and the FHRS Brand Standard
4. Good understanding and knowledge of the Food Law Code of Practice, Food Hygiene Rating Scheme and FHRS Brand Standard.
5. Ability to record accurate contemporaneous notes to be used as potential evidence in accordance with Police and Criminal Evidence Act 1984.
6. Ability to serve statutory enforcement notices such as Hygiene Improvement Notices and Improvement Notices in accordance with Food Law Code of Practice requirements and/or Improvement.
7. Ability to appropriately work in and manage own wellbeing and health and 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.
8. Ability to work in partnership with stakeholders to achieve shared outcomes.
9. Ability to interpret law, maintain professional knowledge, and keep up to date with relevant legislation, codes of practice and technical requirements.

10. Good communication skills both written and verbal with the ability to demonstrate good presentational and interpersonal skills including customer relations and mediation.
11. 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).
12. To carry out independent research and to keep up to date of any changes to food safety legislation, regulations and best practices within the food industry and compliance regime.

For Grade X+1 – In Addition to Grade X:

1. Ability to interpret law, maintain professional and expert knowledge and keep up to date with relevant legislation, codes of practice and technical requirements.
2. Ability to undertake official controls of EU approved premises.
3. Ability to serve statutory enforcement notices including Hygiene Emergency Prohibition Notices / Remedial Action Notices in accordance with Food Law Code of Practice requirements.
4. Ability to work under pressure, with minimum supervision.
5. Ability to carry own independent research in order to investigate complex food safety and food standards investigations.

Essential qualification(s) and experience

For Grade X:

1. A Degree in Environmental Health (or equivalent qualification) with EHRB/CIEH Registration.
2. Practical and theoretical, experience working in Local Government regulation of Food Hygiene and Standards.
3. Evidence of Continual Professional Development (CPD).
4. Experience in managing own workloads and meeting performance targets.
5. Evidence of high-performance service delivery and customer care.

For Grade X+1 – In Addition to Grade X:

1. Substantial experience in exercising warranted powers and dealing with non-compliance through means of enforcement notices (inclusive of Hygiene Emergency Prohibition Notices and Remedial Action Notices) and where

appropriate, prepare case files for prosecutions, and act as a witness in Criminal Courts.

2. Practical experience of carrying out high risk inspections and approved food premises.
3. Practical experience of enforcement, court proceedings and prosecutions.

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