

# **CASTLE POINT BOROUGH COUNCIL**

## **ENVIRONMENT DEPARTMENT**

### **JOB PROFILE**

<b><u>POST NO:</u></b>	<b>ECS050</b>
<b><u>DESIGNATION:</u></b>	<b>ENVIRONMENTAL HEALTH TECHNICAL OFFICER</b>
<b><u>GRADE:</u></b>	<b>LOCAL SCALE POINT 7 - 20</b>
<b><u>RESPONSIBLE TO:</u></b>	<b>ENVIRONMENTAL HEALTH TEAM LEADER</b>
<b><u>RESPONSIBLE FOR:</u></b>	<b>NONE</b>
<b><u>LIAISON WITH:</u></b>	<b>FIRST CONTACT, THE GENERAL PUBLIC, OTHER COUNCIL SERVICES AND OTHER EXTERNAL STATUTORY AND VOLUNTARY ORGANISATIONS</b>

### **PURPOSE OF JOB**

- To assist in the protection of public health and the local environment through a combination of advice, education and enforcement of relevant environmental health legislation.
- To assist with the discharge of the Council's Environmental Health regulatory functions. These functions currently comprise of Air Quality, Pollution Prevention and Control, Contaminated Land, Statutory Nuisances and Public Health, Sustainability, Water Supplies, Food Safety; Communicable Diseases, Health and Safety, Pest Control, Health Promotion Activities, Private Sector Housing and Caravan Sites.
- To provide high quality, responsive Environmental Health Services and excellent customer care.

## **MAIN ACTIVITIES**

- 1 To contribute to achieving the Council's corporate objectives and priorities.
- 2 To contribute to achieving the Council's agenda for achieving continuous improvement in service delivery.
- 3 To assist in the response to, and investigation of, complaints and requests for service in an efficient and effective manner, carrying out the appropriate actions in accordance with departmental policies and procedures, statutory requirements, Codes of Practice and good practice guidance.
- 4 To procure samples of goods and services for test as part of a departmental sampling programme or because of a specific complaint.
- 5 To carry out inspections, monitoring and surveillance work in accordance with departmental procedures and work programmes, ensuring that scientific equipment is used in accordance with operating manuals and is properly calibrated and maintained.
- 6 To participate in campaigns and educational activities aimed at the public and businesses.
- 7 To assist in the assessment of the environmental impact of any development proposals and in the preparation of comments and reports for the planning department, as necessary, in accordance with specified time-scales.
- 8 To assist in the assessment of the environmental impact of any licence applications submitted to the Council and in the preparation of comments and reports as necessary in accordance with specified timescales.
- 9 To ensure compliance with legal requirements and other statutory/non-statutory controls including the gathering and presentation of evidence and attendance at court.
- 10 To maintain all relevant records and statutory registers (written and electronic) and to assist with the collation of performance statistics.
- 11 To respond to correspondence and maintain up to date records on the computer system and premises files of inspections and other visits made and action taken to ensure a complete record of cases is maintained in the event of later enquiries, complaints or subsequent legal action.

- 12 To represent the Department as and when required at meetings with officers of other Departments within the Council, or with representatives from other local authorities and/or external agencies, including professional bodies.
- 13 To assist in the development of the annual Environmental Health Service Plan.
- 14 To give presentations to individuals and groups both inside and outside of the Council and to participate in any of the department's educational campaigns / training.
- 15 To participate in joint initiatives (both proactive and reactive) across council services and with other agencies as directed.
- 16 To provide support to, and cover for, the Pest Control Officer.
- 17 To participate as necessary in emergency actions / response in technical areas outside the normal work area.
- 13 To assist in the development and review of departmental policies and procedures policies, procedures and other documentation.
- 14 To attend such courses of instruction and meetings as may be required to ensure the proper development of the service and its effective delivery
- 15 To keep up to date with technical, legal and procedural developments that may impact on the role.
- 16 To ensure familiarity with and adherence to all relevant Council policies.
- 17 To comply with standard employee Health and Safety at Work responsibilities.
- 18 To undertake any other relevant Environmental Health duties as required.
- 19 To be familiar with Equal Opportunities good practice and with the Council requirements for Diversity and to implement this in all aspects of working practice and promote it in the team and workplace.

**ADDITIONAL INFORMATION:**

1. This Council is committed to the safeguarding of children and vulnerable adults and all employees, and those who work on behalf of the Council, are expected to share this commitment.
2. This job description does not form part of your contract of employment.
3. This list of duties is not exclusive or exhaustive and the post holder may be requested to perform other duties commensurate with his/her grade and capabilities.
4. This list of duties will be reviewed with the post holder on a regular basis. The post holder will be kept fully aware of emerging changes in requirements and will be expected to be flexible in their approach to work.
5. Some working outside of normal office hours will be required to meet the needs of the Service.

# CASTLE POINT BOROUGH COUNCIL

## ENVIRONMENT DEPARTMENT

**Post title: TECHNICAL OFFICER**

### PERSON SPECIFICATION

	<b>Essential Criteria</b>	<b>Desirable Criteria</b>
<b>EDUCATION AND TRAINING</b>		
At least 5 GCSE's grade A to C (including English and Maths) or equivalent.	*	
Relevant Environmental Health or related qualification.		*
<b>KNOWLEDGE /SKILLS</b>		
A broad understanding of the work of an Environmental Health department.	*	
Knowledge of occupational health and safety as it applies to the role.	*	
Competent in the use of Microsoft office software.	*	
Knowledge of and experience in enforcing relevant legislation.		*
<b>EXPERIENCE</b>		
Experience of working with the general public.	*	

	<b>Essential Criteria</b>	<b>Desirable Criteria</b>
Experience of using relevant legislation and powers e.g. serving notices, instigating prosecutions, attending Court and /or Tribunals.		*
<b>COMMUNICATION SKILLS</b>		
Ability to communicate effectively at all levels and to have good listening and negotiation skills.	*	
Ability to write reports and keep detailed, concise and accurate records.	*	
Capable of dealing with confrontational situations confidently, calmly yet assertively, and impartially.	*	
<b>PERSONAL QUALITIES</b>		
Good organisational and time management skills.	*	
The ability to work independently and as part of a team.	*	
Practical with a pragmatic approach to problem solving.	*	
Able to meet the physical demands of the role.	*	
A positive 'can do' attitude when dealing with a wide range of individuals and queries, ensuring excellent customer care.	*	
Ability to be sensitive to the political environment and able to deal with difficult customers and situations	*	

	<b>Essential Criteria</b>	<b>Desirable Criteria</b>
Commitment to the provision of a customer orientated quality service.	*	
Enthusiastic, conscientious and flexible approach to your work and relationships with colleagues.	*	
<b>SPECIAL REQUIREMENTS</b>		
Current full driving licence and access to a vehicle as there is a requirement to travel within the area.	*	
Requirement to work outside of normal office hours from time to time to meet the needs of the service.	*	

## **COMPETENCIES**

### **1. COMPETENCY - Self Awareness and Control**

#### **Contains**

- Self-Awareness
- Self-Discipline, Organisation and Self Control
- Integrity
- Priority Management

#### **Measures**

1. You know your own strengths and weaknesses and you can adapt your behaviour to suit the situation you find yourself in.
2. You manage your time and your workload effectively and you are able to prioritise your workload. You produce a good day's work, accurate and to a high standard.
3. You re-organise and prioritise your work to cope with the pressure of the day. You can deal with criticism in a positive and constructive way
4. You can adjust and cope when the going gets tough, meeting targets and completing tasks on time.
5. You maintain high standards in the workplace both personally and professionally. 6. You are punctual, honest, reliable and trustworthy.

### **2. COMPETENCY - Personal Effectiveness and Self Development**

#### **Contains**

- Drive and Energy
- Flexibility, Adaptability and Creativity
- Assertiveness and Influence
- Innovation
- Decisiveness
- Self-Development and Continuous Learning
- Awareness of Risk Management Issues
- Open Mindedness

#### **Measures**

1. You have enthusiasm for work and always try to do your best. You produce a good day's work to a high standard.



2. You are flexible and adaptable. Receptive to new ideas and willing and able to adjust to new demands and changing situations.
3. You have a creative talent, coming up with new ideas yourself and with others and you are willing and able to adjust to new demands and changing situations
4. You can be assertive when you need to be in a positive way and you are able to think and act independently within the scope of your job.
5. You can see opportunities when they arise and take the initiative in using them to move the job along in a positive way.
6. You can influence the attitude and opinions of other people, gaining their agreement through discussion and by persuasion of good ideas.
7. You can make firm and well considered decisions about ideas and courses of action and set realistic timescales to get things done.
8. You have the right attitude to learning in all the work you do. You use your experiences of your own performance in order to improve.
9. You are able to think about your own performance and make an effort to improve yourself.
10. You take responsibility for your own development and look for learning, training and career development opportunities.
11. You can demonstrate a knowledge and awareness of your personal responsibilities in the areas of risk management, health and safety and welfare. You look after yourself and others by identifying risks.

### **3. COMPETENCY - Analysis and Judgement**

#### **Contains**

- **Information Gathering**
- **Problem Analysis**
- **Problem Solving**
- **Judgement**

#### **Measures**

1. You are able to analyse a problem, recognising the component parts and how they go together. You can eliminate or minimise those parts with less relevance.
2. You know where to go to get the information you need to complete a task or resolve a problem.
3. You are able to identify and compile the information and statistics required to solve a problem and to arrive at a decision, having consulted with others where necessary.
4. You have the common sense, flexibility and creativity to see when circumstances change and you use that information to arrive at an alternative solution.

5. You are able to make rational, realistic and sound decisions based on the facts and alternatives available to you.

#### **4. COMPETENCY - Interpersonal Skills**

##### **Contains**

- **Sensitivity to Others**
- **Teamwork**
- **Developing and Maintaining Relationships**
- **Awareness of Equality and Diversity Issues**
- **Spoken Communication**
- **Written Communication**
- **IT Supported Communication**

##### **Measures**

1. You show consideration, concern and respect for other people's feelings and opinions. You are a good listener and show empathy for other people's views and opinions.
2. You co-operate and work well with others to achieve team goals, sharing information and supporting others.
3. You are able to establish and maintain constructive and open relationships with a wide range of people, achieving positive shared outcomes. You also share feedback with others.
4. You display a sound understanding of equality issues, respecting and valuing individual's diversity and the variety of their contribution.
5. You communicate orally in a manner which is clear, fluent, concise and appropriate to the situation, and which holds attention both in groups and in one-to-one situations. You encourage feedback as appropriate.
6. You are capable of producing written communications which are clear, fluent, concise and jargon free and are readily understood by the people they are aimed at.
7. You are able to access and communicate with others through the competent use of information technology.

#### **6. COMPETENCY - Customer/Client Awareness**

## Contains

- **Understanding Customer/Client Needs and Expectations**
- **Developing and Using Customer/Client Service Standards**
- **Awareness of Equality and Diversity Issues in Service Delivery**
- **Providing Valued Services**
- **Using Customer/Client Feedback in Continuous Improvement**
- **Commercially Astute**

## Measures

1. You make an effort to obtain and listen to the needs and views of a wide range of customers and clients.
2. You consider the implications of customer and client views on service plans and the services being provided, and you can make adjustments to or recommend changes to these as appropriate to bring about improvements
3. You develop clear customer service standards and ensure that you and other staff comply with these.
4. You are constantly mindful of equality and diversity issues in providing services, and you ensure you avoid unwitting discrimination.
5. You provide services which have been designed to meet customer needs and expectations, and which conform to the highest professional standards, within a framework of accountability to stakeholders.
6. You look for regular feedback from customers about services provided and use this to undertake and recommend continuous improvement to services.
7. You understand the demands and requirements of private sector organisations.

**\*Please note:** Customers/clients **can** be 'internal' within the Council as well as those to whom the Council provides a service

## **12. COMPETENCY - Professional and Technical**

### **Contains**

- **Qualifications to do the job**
- **Relevant Planned Experience**
- **Continuous Professional/Technical Development**
- **Planned Career Development**
- **Awareness of similar roles in other organisations**

### **Measures**

1. You possess, or are studying for, qualifications relevant to the competent performance of the job.
2. You possess the necessary experience, or you are actively gaining it in a planned way, in order to undertake the role effectively.
3. You engage in continuous development activities, thereby responding to constant changes caused by internal and external factors, and developments in your own job area.
4. You maintain a position at the leading edge of your own professional or technical function, applying this effectively within the Council.
5. You consider your own career development options periodically in conjunction with your supervisor or line manager; making informed choices about the possibilities and the development you need.
6. You keep abreast of what colleagues in similar roles in other organisations are doing, networking and adopting ideas as appropriate.
7. You have sufficient knowledge of the broader context in which your own professional or technical function is applied to perform effectively in your own job area.