

CASTLE POINT BOROUGH COUNCIL

ENVIRONMENT DIRECTORATE

Environmental Health Technical Officer

PERSON SPECIFICATION

	Essential Criteria	Desirable Criteria
EDUCATION AND TRAINING		
At least 5 GCSE's grade A to C (including English and Maths) or equivalent.	*	
Environmental Health related training / qualification(s) and/or any other training / qualification(s) relevant to the role.		*
KNOWLEDGE /SKILLS		
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.		*
EXPERIENCE		
Experience of working with the general public.	*	
Any relevant work experience relating to the functions of an Environmental Health Service.		*
COMMUNICATION SKILLS		
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.	*	

	Essential Criteria	Desirable Criteria
PERSONAL QUALITIES		
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	*	
Commitment to the provision of a customer orientated quality service.	*	
Enthusiastic, conscientious and flexible approach to your work and relationships with colleagues.	*	
SPECIAL REQUIREMENTS		
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.	*	