

Environmental Health Officer

Role Profile

Service: Regulatory Services
Band: Band 8
Reporting to: Team Leader in relevant team
Responsible for: No direct reports



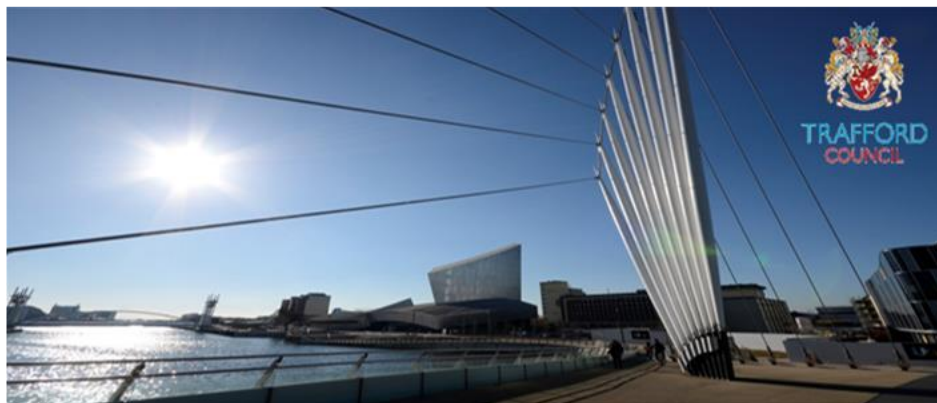
About Us

Trafford is a great place to live, work, learn and visit. From its leafy suburbs, to its more urban areas, the borough takes pride in its strong, diverse communities, its cultural and sporting heritage and its position at the heart of the region's economic powerhouse.

Trafford Council and its partners in the public, private and third sectors have a Vision which sees us working together to close inequality gaps and maximise Trafford's huge potential.

Our vision: Trafford – where all our residents, businesses and communities prosper

At the heart of our vision is a common cause – we want to make Trafford a better borough. We want to make it a place where everyone has a chance to succeed and where everybody has a voice. Through our new vision, we are making a commitment to work together across different services and agencies to make the best use of our resources.



Our Culture

Trafford Council employs around 2300 non-school members of staff and as one of the biggest employers in the borough, we work hard to make Trafford Council an employer of choice. We care what you think and believe you are more than just a job role. We have a great benefits' package and a real focus on your health and wellbeing, as well as, extensive learning, succession and development opportunities.

For us, it's not just about *what* we achieve as an organisation, but *how* we do it. Therefore, all employees are expected to display our **EPIC** values.

At Trafford Council we are EPIC

We EMPOWER – We inspire and trust our people to deliver the best outcomes for our customers, communities and colleagues.

We are PEOPLE CENTRED – We value all people, within and external to the organisation and give those around us respect. We will act with honesty and integrity in all that we do, and create an environment that enables everyone we work with to thrive and succeed.

We are INCLUSIVE – We are committed to creating an environment that values and respects the diversity and richness differences bring.

We COLLABORATE – We build relationships, collaborate; treat people as equal partners and work together to make things happen.

About the Role

This Role Profile outlines the key tasks you will be expected to perform to give you an understanding of a typical day and the key activities that you will be expected to deliver or contribute to the delivery of.

The 'About You' section explores what qualifications, experience, skills and knowledge you will need for the role.

We are a values-based organisation and you will need to reflect our values, as well as the requirements in 'About You' in your application.

Overview

Regulatory Services is part of the Place Directorate. Regulatory Services enforces statutory requirements in relation to environmental health (Pollution, Housing and Environmental Health) which are required of businesses and residents in Trafford, to protect and improve health and safety of residents, workers and visitors to Trafford.

Your Main Priorities

- Provide a high-quality Regulatory Service in the relevant Environmental Health team (Pollution, Housing or Environmental Health) to businesses and residents in Trafford, under the direction of the Regulatory Services Manager and Team Leaders, in accordance with statutory requirements, directives, codes of practice, national guidance, local byelaws and the Authority's policies and work procedures

Key duties

- Ensure compliance with all relevant legislative requirements in the specialism areas of your team.
- Carry out inspections, audits, investigations, and sampling to monitor compliance.
- Investigate complaints, service requests and statutory notifications, and to advise customers, commercial premises and organisations in accordance with legislation. To be responsible for ensuring an appropriate and timely response to all correspondence, complaints and enquiries from the service users, stakeholders, and senior officers within agreed timescales.
- Maintain records, diaries, travel records and other associated administrative details as required, including entering/processing information on IT systems and databases.

- Undertake enforcement action in accordance with the Council's enforcement policies, including the preparation of evidence and prosecution cases, court appearances, public inquiries and the service of notices. To liaise with Legal Services as required.
- Examine and take appropriate action regarding any proposals or plans which affect any duty under the Environmental Health Officer's control
- Provide guidance and instruction to other officers within the Service where appropriate.
- Contribute to the achievement of the Service and Directorate Business Plans and Performance Indicators. To assist with the identification of Service improvements and objectives and the programmes of work.
- Attend meetings within the Council or with specialist and partner organisations and carry out joint visits and/or maintain good working liaison with other officers of the Council, multi-agency teams and other bodies in order to deliver on identified service and council priorities.
- Develop and deliver reports, special projects and research as required by the Regulatory Services Manager and Team Leader. To assist with the establishment of policies and working procedures within the Service.
- Undertake advisory, educational and promotional work to the public, commercial premises and organisations in accordance with agreed work programmes and specific projects.
- Adopt and promote an intelligence led approach to the discharge of statutory enforcement duties and record and share relevant intelligence in accordance with agreed protocols.
- Provide guidance and instruction to other officers within the Service where appropriate.
- Respond to enquiries and requests for information and advice from both internal and external customers, positively promoting the service.
- Undertake any other duties as required commensurate with the grade of the post.

About You

Qualifications and Professional Development

- A degree or diploma in Environmental Health recognised by the CIEH
- Evidence of a previous and ongoing commitment to developing their own professional competencies
- Willingness to undertake further training

Experience and Knowledge

- Experience of working in a team, and achieving collective goals.
- Specialist knowledge relevant to specific areas work (e.g. food hygiene and food standards, workplace health & safety, pollution control, housing standards).
- Experience relevant to the job role and working in Local Government.
- Experience of dealing with members of the public.
- Experience of undertaking investigation work.
- Evidence of delivering effective project-based work
- Experience of preparing and presenting reports
- Knowledge of investigation techniques and legal processes

Skills and abilities

- Ability to establish and maintain excellent working relationships and to communicate effectively with colleagues, managers and the public both verbally and in writing.
- Ability to construct letters and reports that are clear, concise and are appropriate to the needs of the recipient, making full use of the technology available.
- Self-motivated with the ability to prioritise and manage workload over extended periods, producing accurate work within deadlines.
- Ability to work on own initiative, without supervision.
- Ability to work well under pressure.
- Ability to research/investigate, analyse and interpret key data to inform business decisions, having direct input to presenting clear analysis and conclusions.
- Developed interpersonal skills including negotiating, persuading, motivational and interviewing skills

Special Conditions

- Be in possession of a current driving license and provide a serviceable car for use in connection with the duties required
- Willing and able to travel to sites within or outside of the Trafford Borough to undertake duties required and to attend meetings, seminars/training courses.

- Unsocial hours/weekend work may occasionally be required

Date prepared/revised	January 2020 / Updated & transferred to new template Nov 22
Prepared/revised by	Suzanne Whittaker/LS
Job Evaluation	Existing JE

Health and Safety

To operate safely within the workplace with regard to the Council's health and safety policies, procedures and safe working practices. To be responsible for your own Health and Safety and that of other employees.

Equalities & Diversity

To work within the Council's Equalities and Diversity Policy, embracing through personal example, open commitment and clear action that diversity is positively valued, resulting in access for all by ensuring fair treatment in employment, service delivery and external communications.

Customer Care

To continually review, develop and improve systems, processes and services in support of the Council's pursuit of excellence in service delivery.
To recognise the value of its people as a resource.

Training and Development

To identify training and development needs with your manager, taking an active part in your Personal Development and Review Plan. To access development opportunities as they arise and share learning with others and where appropriate, actively encourage a learning environment and development within others.

Policy

To work at all times within the established policies and practices of the Council, within the framework established by the Council Constitution and associated guidance.

Information Governance

Confidentiality is of prime importance. In the normal course of duties, the post holder will have access to personal and or sensitive information relating to service users, staff and contractors, as well as information of a commercially sensitive nature. Such information should not be communicated to anyone outside or inside the Council unless done in the normal course of carrying out the duties of the post. Disciplinary action will be considered where a breach of confidence and or data breach has been established.

All information obtained or held during the post-holders period of employment that relates to the business of the Council and its service users and employees will remain the property of the Council. Information may be subject to disclosure under relevant legislation.

To ensure information is shared safely and complies with information governance standards and associated legislation.