

Licensing and Consumer Protection Service

Environmental Health Practitioner Job Description and Person Specification

July 2019

Job Description

Job Title:	Environmental Health Practitioner
Service Area:	Licensing and Consumer Protection
Function:	Environmental Health
Team:	Food Safety
Post number:	CY0023, CY0037, CY0038, CY0039, CY0046
Grade:	LBR 11
Hours/weeks: <i>E.g. 36 hours/52.14 weeks</i>	36 hours / 52.14 weeks
Base location:	Lynton House, 255-259 High Road, Ilford, IG11NY
Reports to: <i>Job title</i>	Senior Environmental Health Practitioner / Lead Food Officer
Responsible for: <i>Job titles of direct reports</i>	There are no line management responsibilities attached to the post but it will be necessary from time-to-time for the post-holder to supervise and act as mentor to trainees and other technical staff.
Role purpose and role dimensions: <i>Overview of the job</i>	<p>To undertake all the professional duties of a qualified Environmental Health Practitioner in enforcing the environmental health legislation for which the service is responsible, i.e.</p> <p>a) Programmed work – inspections and project management; b) The investigation of service requests and complaints; c) Formal legal action – including entering premises, obtaining warrants; the collection of evidence, the seizure of documents and items; service of legal notices; arranging for works in default; recommending prosecution; preparation of complex casework; appearance as principal witness; and briefing of senior staff and legal representatives; d) Service development – in the light of new legislation, Council, initiatives, changes in Service priorities</p> <p>In addition each officer will be required to lead on at least one key area of the Team's work.</p>
Key external contacts: <i>Organisations</i>	Members of the Public Stakeholders, including Police, Fire Service, NHS, Public Health England, Environment Agency, Thames Water Local Businesses and business groups Government Departments, including FSA, HSE, DEFRA GLA Chartered Institute of Environmental Health & sub groups thereof External auditors & assessors External Contractors
Key internal contacts: <i>Job titles or groups of staff</i>	Senior Council staff to Head of Service level Elected Members Other Council Service Areas Internal Contractors

Financial dimensions: <i>Budgetary responsibility & amount. Equipment, cash, property etc. for which employee is responsible.</i>	None Allocated materials and equipment
Key areas for decision making:	<ul style="list-style-type: none"> • The interpretation and application of current and proposed legislation, case law, Codes of Practice, established Council procedures and guidelines and all other policies relating to Environmental Health issues. • The determination and prioritisation of resources, to maximise results and ensure efficient and effective working. • The analysis and interpretation of data and other information necessary to ensure efficient and effective working and inform more senior staffs' decisions. • The day-to-day use of the discretion required under the Council's enforcement policies, to take informal or formal action in any given case/situation or make recommendations to senior management. •
Other considerations: <i>E.g. working patterns</i>	The post holder is based at Lynton House, but will often work alone and unsupervised during site visits, inspections and external meetings.
Key Accountabilities and Results Area: TO: <ol style="list-style-type: none"> 1. Inspect premises and processes, carry out investigations, gather evidence, conduct surveillance and procure samples; 2. Formally evaluate evidence, prepare complex reports and correspondence and determine appropriate actions. Analyse problems and their causes, identify and propose solutions and, where necessary (e.g. in the case of new issues or changes in trends), make recommendations for alterations to the Council's policy and/or strategy; 3. In respect of various pieces of legislation, on own initiative draft, check and serve legal notices. Attend case studies and pre-hearing meetings, prepare and present cases or act as chief witness, in court or at public enquiries and other formal hearings; 4. Take the role of lead officer for the Environmental Health Group in one or more specified areas of work and plan, organise and discharge the Council's functions and responsibilities, accordingly. Whilst fulfilling that role, act as the principal point of contact, both internally and externally, and the primary source of information and advice concerning the specified area(s) of work; 5. Devise, lead and be responsible for complex projects. Determine the resources required and set time/cost limits for their completion. Plan, monitor and steer those projects and advise and apply corrective action, when required; 6. Liaise with stakeholders in the execution of projects and elicit and then maintain the co-operation of all concerned, and, on completion of projects, undertake or coordinate the formulation of reports and recommendations, as may be required; 7. Represent the Service at internal and external meetings. 8. Write complex reports, briefing notes, procedures and work instructions on operational issues, in order to reconcile/resolve conflicting issues or priorities and devise, evaluate and recommend solutions. 9. Ensure the Council's statutory obligations are met, in accordance with Council policy, having regards to cultural differences and the interests of all sections of the community. 	

10. Where necessary, to recommend proportionate and effective action in a range of situations for where no appropriate Council Policy, strategy or procedure exists.
11. Orally and in writing, communicate strategies, decisions and solutions in a range of situations, some of which are complex and longstanding.
12. Ensure that the aims and objectives of the Group are met by the effective and efficient implementation of agreed policies and strategies, in accordance with the Service Area Plan.
13. Contribute to the Service Area Plan and Medium Term Planning process, e.g. identifying base budget pressures and opportunities for improving efficiency and cost effectiveness.
14. Provide advice to Management Team, Members, commercial concerns, schools and other external agencies in respect of changes in legislation, national and local trends.
15. Contribute to the development of Council policies, and prepare associated procedures and practice guidance notes.

Customer Care

16. Devise, provide, and periodically review, flexible customer-focused services.
17. Keep customers fully informed of relevant environmental health issues, through meeting with interested groups, bespoke presentations, targeted information to local communities, community groups, other Council services, local businesses and other agencies.
18. To update Service information including Redbridge.gov.uk, and if required to be a web editor
19. Investigate and respond to customer complaints and Members' Enquiries.
20. Carry out all duties in accordance with the Council's Customer Care and Equal Opportunities Policies and Procedures.

General

21. Ensure that legal proceedings are properly presented and conducted in accordance with statute, Codes of Practice and council policies and procedures, and in particular perform the role of investigative officer.
22. Exercise statutory and Council delegated authorities.
23. Ensure the safe keeping, maintenance and proper use of all allocated equipment, vehicles, materials and facilities.
24. When requested, represent or act on behalf of the Manager in their absence.
25. Exceptionally, respond to out-of-hours emergencies.
26. Positively contribute to the work of corporate project teams, when requested.
27. Continue to develop own professional abilities and contribute to the training and development of other staff.
28. Perform any other duties appropriate to this area of work and consistent with the level of the post, as may be required from time-to-time.
29. Undertake the full range of EHP duties across all sections of the Service, including pollution, food

safety, health and safety, infectious disease control, public health and pest control.

30. Comply with all Health and Safety at Work requirements as laid down by the employer and attend relevant Health and Safety training courses as directed by the Manager.

General Accountabilities And Responsibilities

Green Statement	<ul style="list-style-type: none"> ▪ Seeking opportunities for contributing to sustainable development of the borough, in accordance with the Council's commitment to making Redbridge a cleaner, greener place to live. In particular, demonstrating good environmental practice (such as energy efficiency, use of sustainable materials, sustainable transport, recycling and waste reduction) in your job.
Data Protection/ Confidentiality	<ul style="list-style-type: none"> ▪ Complying with the Data Protection Act 1998 – treating all information acquired through your employment, both formally and informally, in strict confidence and in accordance with Caldicott principles. ▪ Complying with the Code of Conduct, other practice guidelines and the rules and protocols defining employees' access to and use of the Council's databases and systems. Any breaches could result in disciplinary measures. ▪ Maintaining Council records and archive systems in accordance with Council procedure, policy and statutory requirements.
Conduct and Whistle blowing	<ul style="list-style-type: none"> ▪ Complying with the requirements of the Code of Conduct and maintaining high standards of personal conduct, honesty and integrity. You have a duty to raise any impropriety or breach of procedure to the appropriate level of management. Employees making such disclosures (whistle blowing) are protected and may make them without fear of recrimination.
Safer Working	<ul style="list-style-type: none"> ▪ Commitment to safeguarding and promoting the welfare of children, young people and vulnerable adults. Where you work in such a post the Council will require an enhanced DBS check and references will be taken up prior to interview.
Equalities	<ul style="list-style-type: none"> ▪ Complying with the Council's commitment to achieving equality of opportunity and outcomes in its services to the community and in the employment of people. You are expected to understand, comply with and promote Council policies in your work, to undertake any appropriate training and to challenge any prejudice and discrimination.
Health and Safety	<ul style="list-style-type: none"> ▪ Being responsible for your own Health & Safety, as well as that of colleagues, pupils and the public. Employees should co-operate with management, follow established systems of work, use protective equipment where necessary and report defectives and hazards to management.
To contribute as an effective and collaborative member of the team	<ul style="list-style-type: none"> ▪ Taking responsibility for continuing self-development and participating in training and development activities. ▪ Participating in the on-going development, implementation and monitoring of the Council's plans. ▪ Supporting and contributing to value for money, service efficiencies and improvements.
Flexibility	<ul style="list-style-type: none"> ▪ The above-mentioned duties are neither exclusive nor exhaustive. From time to time you may be required to undertake responsibilities outside the normal remit of your Job Description as required by the line manager, and are broadly within your the grading level and competence.

Person Specification

Job Title:	Environmental Health Practitioner		
<i>Method of candidate assessment: A = Application form I = Interview T = Test. Weighting: 3 = most important, 1 = least important</i>		A - I - T	Weighting
Minimum education/ qualifications:	Hold Diploma / Degree in Environmental Health or equivalent and be EHRB (Environmental Health Registration Board) Registered	A, I	3
	Demonstrate recent evidence of Continuing Professional Development (CPD), in particular to have maintained their competence to carry out high risk food premises inspections	A,I	3
Experience	Experience of working within the disciplines of Environmental Health	A, I	3
	Experience of successful project management	A, I	2
	Wide experience of investigating complaints within an enforcement setting.	A, I	3
	Experience of producing & presenting detailed complex written reports	A,I	2
	Experience of working in a multi-cultural environment and good understanding of the needs of different groups within that environment	A, I	3
Skills	Proven ability to carry out complex investigations	A, I	3
	Ability to effectively communicate with customers and other members of staff both in writing and verbally.	A, I	3
	Proven ability to mediate between parties to resolve issues	A, I	3
	Ability to plan and manage work to implement programmes and meet performance targets.	A, I	3
	Ability to accurately maintain records both written and computer based.	A, I	3
	Ability to initiate and respond flexibly, positively and successfully to changing demands and circumstances.	A, I	3
	Possess innovative and original thinking ability to deal with unusual operational problems & demands	A, I	3
	Ability to manage and carry out project based tasks to a set time table and within allocated resources.	A, I	2

	Ability to work both as part of a team and on their own.	A, I	3
Knowledge	A thorough understanding of Health and Safety regulations in the work environment and acceptance of responsibility for their practical application.	A, I	3
	Thorough knowledge of, and ability to interpret, current & proposed legislation, case law, codes of practice, guidelines and any relevant policies relating to the area of work carried out by the team	A, I	3
Personal style & behaviour	Able to work to own initiative as appropriate without access to constant guidance or the need for work to be checked.	A, I	3
Special conditions:	Possession of a clean full driving licence with daily access to a vehicle suitable for Council business.	A, I	3

Signature of Employee:	Name:	Date:
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