

## Role Profile

<b>Job Title:</b>	<b>Regulatory Services Officer (Food Safety)</b>	<b>Grade:</b>	<b>7-10</b>
<b>Department:</b>	<b>Safer Communities</b>	<b>Post no:</b>	<b>24393</b>
<b>Directorate:</b>	<b>Housing &amp; Regeneration</b>	<b>Location:</b>	<b>Perceval House</b>

<b>Role reports to:</b>	<b>Team Leader (Food &amp; Workplace Safety)</b>
<b>Direct Reports:</b>	<b>None</b>
<b>Indirect Reports:</b>	<b>Work experience, students, new recruits and contractors</b>
<p><i>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.</i></p>	

## JOB DESCRIPTION

### PURPOSE OF ROLE:

- To discharge the Council's statutory and non-statutory functions as well as its related strategies and policies with regard to food safety and workplace safety, health and welfare by carrying out official food controls and other interventions.
- Support businesses to achieve full legal compliance through advice and education programs but where necessary take the appropriate and proportionate enforcement actions in accordance with national and Council policies and relevant legislative provisions to safeguard public health and the food supply chain.
- Respond to, and where necessary investigate and report upon complaints and requests for service in relation to food safety and workplace safety, health and welfare issues. Where necessary liaising with the relevant external agencies including the Food Standards Agency (FSA), Health & Safety Executive (HSE), Public Health England etc.
- Investigate reported infectious disease complaints and notifications.
- Work collaboratively with other teams and departments towards achieving the Council's strategic objectives.

### KEY ACCOUNTABILITIES:

## **Grade 7**

- Work within and contribute to the Food and Workplace Safety team's advisory and front-line enforcement duties aligned with the Council's strategic plans, vision, objectives and service delivery standards.
- Support the line manager, team leader, team and individual officers as directed or required across the Regulatory Services Department and where relevant key internal/external partners/agencies.
- Duty of care for all Council assets/resources used in or provided for carrying out the post-holders duties and responsibility for their handling/use in accordance with legal requirements and council policy/procedures. Including handling cash within prescribed limits and according to procedures.
- Provide administrative, logistical and investigative support to the team as directed. Including, call & enquiry handling, inputting & retrieving data, interrogating and updating Council databases, preparing legal & court documents, assisting officers on visits to traders & complainants and in their investigative and enforcement duties including attending Court / Tribunal etc if required.
- Deliver against the team and personal work plans, targets and performance indicators subject to applicable legal constraints and requirements associated with the team's and the individual's work.
- Take responsibility for personal development and training relevant to the post holder's duties.
- Always act in accordance with the Council, Team and where applicable specific requirements of businesses and other hosts, policy, procedures and guidance with regards to Health and Safety generally and more specifically, personal safety of oneself, colleagues and everyone else. For example lone working, manual handling, dealing with hazardous materials and confrontations.
- 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.
- When supporting or carrying out enforcement activities commensurate with the post holder's training and limited delegated powers (i.e to serve specified notices), to ensure these are done in full compliance with the requirements of applicable legislation, codes of practice, council policies and procedures as well as accepted professional standards and best practice. Including the Regulators Code, Council Enforcement Policy, RIPA, PACE, Court Procedure, time limits, witness statements, evidential procedure etc.
- Comply with the Data Protection Act 1998 as per the Council's Code of Conduct and specifically to safeguard all personal data held by the Council or collected by

the post holder.

- To work flexibly. Post holders in most placements will generally work between 8am and 6pm Mondays to Fridays but may be required to work up to 14 hours a month outside these hours for which Time Off In Lieu will be given.
- To respond as required, commensurate with the post holder's levels of responsibility at times of civil emergency or to meet other exigencies of the service.

**Grade 8 In addition to Grade 7 responsibilities:**

- On the team and council's behalf act as a specialist on Food Safety matters commensurate with the post holder's qualifications and delegated officer's warranted powers – as per the 'Authorisation of Delegated Powers' document, as revised - and where necessary appear as such in legal and formal proceedings in court, tribunals and hearings etc.
- Ensure every aspect of personal conduct, service delivery, enforcement activities and infringement reporting comply with and meet the requirements of applicable legislation, codes of practice, council policies and procedures as well as accepted professional standards and best practice. Including the Regulators Code, Council Enforcement Policy, RIPA, PACE, Court Procedure, time limits, witness statements, evidential procedure etc.
- Work to statutory requirements, personal as well as the team's work plans and performance targets with regards to education, inspection (proactive & reactive) regime, response to reported incidents and enforcement to tackle non-compliant businesses with regards to Food Safety as well as applicable Health & Safety at Work Act matters.
- Identify non-compliant businesses, plan and execute strategies to improve or bring them into compliance using the most appropriate options available including enforcement via use of 'closure' under the hygiene emergency criteria as well as reporting infringements for further consideration with regards to legal proceedings.
- Commensurate with the post holder's qualifications and delegated officer's powers, where applicable and appropriate, draft or review, serve or issue enforcement, prohibition or abatement notices, orders or permits etc.
- Prepare necessary papers / files for presentation at Court, tribunal, review or hearing.
- Within assigned responsibility ensure relevant team procedures and protocols are maintained up to date and reflect actual working practicalities.

**Grade 9 In addition to Grade 8 responsibilities:**

- On the team and council's behalf act a specialist in Food Hygiene, Food Standards and Health & Safety in food premises, within the post holder's level of delegated powers and authorisation, and where necessary, appear as such in legal and formal proceedings in court, tribunals and hearings.
- Commensurate with the post holder's qualifications and delegated officer's powers and post holder's specialist knowledge, to have lead responsibility for specific areas of the team's work and projects related to Food Hygiene, Food Standards and H&SWA.
- Commensurate with the post holder's qualifications and delegated officer's powers, where applicable and appropriate, to authorise the service or issue of enforcement, prohibition or abatement notices, orders or permits etc.
- Prepare relevant legal documentation for presentation at the relevant Court (e.g civil, criminal, coroners) or tribunal or hearing, including 'closure' of food premises applications.
- Where necessary, produce, maintain and assume responsibility for the team procedures and protocols to ensure up to date best practice and legal compliance.

**Grade 10 In addition to Grade 9 responsibilities:**

- Undertake and discharge the responsibilities of a duly appointed and warranted Environmental Health Officer.
- Exercise warranted powers and authority to make application to Court under Food Safety or Health & Safety legislation including, for the 'closure' of food premise giving rise to imminent risk to the health of the public.
- Act as the Council's specialist and where appropriate expert witness on matters within the post holder's professional expertise and where appropriate, making such expertise, knowledge and experience available to the team and the Regulatory Services Department.
- Act as point of reference for expert knowledge, professional interpretation of legislation and guidance as applicable in the support of Regulatory Services Officers in the team as well as the Regulatory Services Department and Council.
- Undertake and self-manage within delegated parameters and authority lead responsibility for specific areas of service delivery in Food Safety and related H&SWA matters, initiating, executing and overseeing proactive complex projects to improve business awareness and compliance in these areas.
- Produce written guidance on matters within the post holder's knowledge,

expertise and professional competence. Including, interpretation of legislation and applicability as well as implementation of compliance codes, best practice and working procedures/protocols.

- Contribute to the setting and achievement of service objectives and performance targets for the team.
- Deputise for the post holder's line manager/ team leader as and when required.

**KEY PERFORMANCE INDICATORS:**

- Relevant National and local performance indicators.
- Timely achievement of targets and work programmes.
- Accuracy.
- Exhibition of high levels of professionalism, personal leadership and team working.

**KEY RELATIONSHIPS (INTERNAL AND EXTERNAL):**

- Council staff and other Teams in Regulatory Services / Planning etc.
- Ealing residents.
- Ealing Business Community.
- Internal / External organisations e.g. FSA, Police

**AUTHORITY LEVEL (PEOPLE, POLICY, FINANCIAL):**

People: Work collaboratively with staff in the team, other internal and external services, partnerships and external agencies. Undergo training and development.

Financial: Handle cash as directed.

Legal: Ensure the legal work meets appropriate standards. Authorised officer of the Council under Regulatory Services legislation.

# Person Specification

**\*\* Candidates please only address items marked with \*\***

## ESSENTIAL KNOWLEDGE, SKILLS & ABILITIES

### Grade 7

1. Ability and application to acquire the practical and theoretical knowledge and skills sufficient to effectively carry out the duties
2. **\*\*The ability to undertake work programmes, meet targets and manage casework.**
3. **\*\*Ability to work in partnership with others and achieve shared outcomes.**
4. Ability to help prepare letters, reports and service related legal documents.
5. **\*\*Ability to undertake in situ risk assessments on personal safety.**
6. **\*\*Good interpersonal skills relevant to duties.**

### Grade 8 In addition to essential knowledge and skills for Grade 7

7. **\*\*Practical and theoretical knowledge and skills sufficient to effectively carry out the duties within the Food Safety Team within Regulatory Services.**
8. **\*\*Ability to prepare and quality check letters, reports and service related legal documents.**

### Grade 9 and 10 In addition to essential knowledge and skills for Grade 7 and 8

9. **\*\*In depth practical and theoretical knowledge and skills sufficient to effectively carry out technically specialist and complex difficult duties within the Property, Business and Pollution teams within Regulatory Services.**
10. **\*\*Evidence of high performance enforcement service delivery and customer care.**
11. **\*\*Ability to train and equip other Regulatory Services Officers in specialist areas of work.**

## ESSENTIAL QUALIFICATION(S), EXPERIENCE AND REGISTRATION

### Qualifications

#### Grade 7:

- Minimum: 5 GCSE/O level qualifications or equivalent (including Maths and English)

#### Grade 8: Grade 7 plus:

- A professional qualification of competence to undertake food hygiene

inspections e.g. Higher National Certificate in Food Inspection. (EHORB recognised).

**Grade 9: Grade 8 plus:**

- Higher level specialist qualification relevant to Food Safety duties. Including, Diploma/Degree in Environmental Health, or equivalent food /environmental related diploma or degree course.

**Grade 10: Grade 9 plus:**

- Qualification to act as an Environmental Health Officer (EHORB Registration);
- Maintenance and proof of professional requirements regarding Continuous Professional Development (CPD).

**Experience**

**Grade 7:**

- Experience of working in a customer focused service.

**Grade 8:**

- Significant experience of working in a customer focused service
- Experience of delivering Regulatory Services
- Experience of meeting performance targets

**Grade 9**

- Experience of delivering high standards of customer care
- Substantial experience of providing a range of Regulatory Services
- Significant experience of working with partners

**Grade 10**

- Experience of undertaking complex investigations in team work.
- Experience of technical supervision of staff, students or contractors.
- Experience of applying Equalities/Diversity policy guidance to team work.

## Values & Behaviours

Improving Lives for Residents	Trustworthy	Collaborative	Innovative	Accountable
<ul style="list-style-type: none"> <li>Is passionate about making Ealing a better place</li> <li>Can see and appreciate things from a resident point of view</li> <li>Understands what people want and need</li> <li>Encourages change to tackle underlying causes or issues</li> </ul>	<ul style="list-style-type: none"> <li>Does what they say they'll do on time</li> <li>Is open and honest</li> <li>Treats all people fairly</li> </ul>	<ul style="list-style-type: none"> <li>Ambitious and confident in leading partnerships</li> <li>Offers to share knowledge and ideas</li> <li>Challenges constructively and respectfully listens to feedback</li> <li>Overcomes barriers to develop our outcomes for residents</li> </ul>	<ul style="list-style-type: none"> <li>Tries out ways to do things better, faster and for less cost</li> <li>Brings in ideas from outside to improve performance</li> <li>Takes calculated risks to improve outcomes</li> <li>Learns from mistakes and failures</li> </ul>	<ul style="list-style-type: none"> <li>Encourages all stakeholders to participate in decision making</li> <li>Makes things happen</li> <li>Acts on feedback to improve performance</li> <li>Works to high standards</li> </ul>