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| **Role Title** | **Environmental Health Officer/Enforcement Officer (Environmental Protection)** |
| **Job Family** | **Regulatory Services** |
| **Purpose** | |
| To undertake the Council’s statutory duties and regulatory activities in relation to environmental protection functions, in particular, statutory nuisance investigations, other noise monitoring compliance activities, and responding to consultations regarding planning and Licensing Act applications. | |
| *Generic Accountabilities* | *End Results/ Outcomes* |
| Plan, organise and deliver own work to support the delivery of the regulatory / statutory / legal service and ensure completion of tasks within required standards and timescales. | Work is completed on time and to the quality and standards required.  Changes to priorities are accommodated. |
| Investigate compliance / legal issues within area of responsibility. Including where required more complex / serious issues within specific area of specialisation. | Tests / inspections / reviews / interviews / audits are undertaken according to procedure.  The required data / evidence is clearly defined and obtained.  Record details and assess against relevant regulations / legislation /compliance procedures.  Non-compliance / legal issues are identified. |
| Preparation of notices, orders, reports, recordings, specifications and drawings, works and estimates in standard formats as required. | All documentation / information is produced to the required standards and timescales.  Issues are clearly summarised, progress, implications and outcomes are reported.  Customers, colleagues, stakeholders are kept informed of progress / outcomes.  Authorised documents are issued according to procedure. |
| Provide advice and information to customers and stakeholders. Where appropriate challenge existing practices. | Information, advice and support are accurate, timely and constructive.  Appropriate action is taken to resolve the issue or escalate / report it as appropriate.  Where appropriate, customers are supported in achieving compliance and improving practice. |
| Represent the council at inquiries / court / tribunal to present evidence. | Evidence/witness statement is prepared and presented accurately.  Arrange witness attendance at Court hearings and public inquiries |
| Assist with the promotion and distribution of information / materials to customers / stakeholders. | Information is appropriately distributed. |
| Ensure all financial transactions are processed and reconciled correctly, money /payments are kept securely, and receipts are issued as required. | Correct financial procedures observed.  Receipts are issued / Revenues are delivered. |
| Conduct training for staff and official visitors on the function of the service. |  |
| Carry out all duties and responsibilities with reasonable care for the health and safety of self and others and report any potential hazards or unsafe practices to line manager. | Work is carried out in a way that is safe and without risks to health. |
| Act in accordance with all policies and procedures which apply to the job and understand the reasons for this. | All policies and procedures are complied with. |
| Authorised officer for the undertaking of the Council’s statutory functions in relation to Environmental Protection and associated legislation | Work is carried out in compliance with the requirements of the relevant officer authorisations/service policies/ procedures |
| To be fully competent and have experience in the full range of environmental protection regulatory and enforcement activities | To include the service and enforcement of notices, prosecution of offenders, Court attendance, obtain warrants, act as investigation officer in preparation of legal proceedings, prepare reports, policies and procedures.  To comment on complex planning applications, complex licensing applications and deal with complex cases.  To provide expert advice and guidance to management in a designated area of Environmental Protection.  To act as the lead officer in the designated area. |
| ***Nature of Contacts*** | |
| Customers and / or members of the public: to represent the service, give specialist advice and provide support. Respond to escalated and complex enquiries. Elicit and explain a range of information.  May have to appear in court / inquiries to present evidence. Contact with solicitors / court officials when presenting evidence.  Deal with people at all levels confidently, sensitively and diplomatically. | |
| ***Procedural Context*** | |
| Work within regulatory guidelines and relevant legal framework. Agree objectives and standards to meet, within service plan. Monitor and evaluate work, ensuring all parties are informed of progress.  Plan and organise work and priorities, co-ordinating with others (internal or external delivery partners) to ensure that timescales and targets are achieved. Operate under general direction with senior colleagues /managers available for advice guidance in complex situations if required.  Provide support to clients and colleagues through applying knowledge of systems, procedures and best practice. Identify issues and recommend solutions. Make decisions on how regulations should be applied. | |
| **Resourcing**  Budget Responsibilities**:** £Nil  Supervisory Responsibilities: None | |

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| **Competency Level: All Colleagues - Principal Officer/Manager** |

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| **Knowledge, Skills and Experience** |
| 1. Experience in a range of technical activities relating to the work of the Environmental Protection Team  2. Experience in enforcing legislation  3. Experience in giving advice to members of the public, colleagues and external organisations  4.Experience of working in and with a multi- agency enforcement to achieve compliance across a range of service areas i.e. Tasking days projects  5. Experience of investigating all types of complaints within Environmental Health relating to Noise, Public Health, Pollution and other nuisance.  6. Experience of communicating effectively with members of the public and colleagues, both in writing and orally  7. Experience of producing detailed reports  8. Experience of working independently and on own initiative to meet deadlines  9. Experience of organising work and maintain satisfactory work records  10. Experience of working in a team environment  11. Ability to work across a range of the Environmental Protection’s functions  12. Ability to travel within the Borough in the course of duties  13. Ability to research information and implement change  14. Ability to work flexibly to complete tasks associated with job, including evening/weekend work where necessary |
| **Indicative Qualifications** |
| Environmental Health Degree or Diploma and/or other Noise related qualification |
| The above profile is intended to describe the general nature and level of work performed by employees in this role. It is not intended to be a detailed list of all duties and responsibilities which may be required. This role profile will be supplemented and further defined by annual objectives, which will be developed in conjunction with the post holder. It will be subject to regular review and the Council reserves the right to amend or add to the accountabilities listed. |