

# CROYDON COUNCIL

## ROLE PROFILE AND PERSON SPECIFICATION

**DEPARTMENT:** Place

**DIVISION:** Safety

**JOB TITLE:** **Technical Officer (Food and Safety)**

**N.B: If you have any issues printing this document please contact HR**

## **ROLE PROFILE**

<b>Job Title:</b>	Technical Officer (Food and Safety )
<b>Department:</b>	Place
<b>Division:</b>	Safety
<b>Grade:</b>	Grade 6
<b>Hours (per week):</b>	36
<b>Reports to:</b>	Senior Environmental Health Practitioner
<b>Responsible for:</b>	N/A
<b>Role Purpose and Role Dimensions:</b>	<p>To help ensure that commercial premises, businesses and events in Croydon operate safely. To ensure that all members of the public, staff and other persons are not adversely effected by the activities of that business and are kept free from harm.</p> <p>This is to include:</p> <ul style="list-style-type: none"><li>• To carry out interventions to verify and/or provide advice on meeting food hygiene and food standards legal requirements and guidance</li><li>• To help ensure that food is safe for consumption and free from contamination or adulteration</li><li>• To carry out interventions and provide advice to ensure that the work environment meets health and safety legislation and recognised standards</li><li>• To carry out investigations into infectious diseases associated with residents and premises within the borough</li><li>• To respond to service demands and to investigate accidents that have occurred in the borough</li><li>• To visit licensed premises and check for compliance with conditions attached to licenses and for compliance with statutory requirements and report back to the Licensing Team.</li></ul>
<b>Commitment to Diversity:</b>	To take individual and collective professional responsibility for

championing the council's diversity agenda, proactively implementing initiatives which secure equality of access and outcomes. Commit to continual development of personal understanding of diversity.

**Key External Contacts:**

FSA, HSE, Police, HMRC, Public Health England, Sport Ground Safety Authority, Solicitors and Barristers, court officials business community, members of the public, community groups, residents associations, utility providers and contractors, other local authority environmental health and trading standards teams

**Key Internal Contacts:**

Officers at all levels from other Council services including Pollution, Licensing Team, Housing, Trading Standards, Area Enforcement officers, Environmental Enforcement Officers, Planning and Building Control Officers, Public Health, Corporate Legal, Elected Ward members Heads of Service, Directors

**Financial Dimensions:**

Some handling of cash, for example sampling and test purchases, if and when required.

**Key Areas for Decision Making:**

- Understanding their remit and the remit of the team with regard to legal requirements under food safety, health & safety and licensing legislation.
- Determining when to take appropriate action or provide advice depending on the issues raised
- To assist officers in sampling activities
- To assist officers in undertaking interventions and revisits to achieve desired outcomes
- Be able to provide advice and guidance on food safety and health and safety matters which do not require legal notices
- To maintain the database in good order under instruction from management

**Other Considerations:**

Must be able to work evening, weekend and bank holidays as and when required or requested by management  
Must be able to provide own transport for business purposes and be able to make site visits throughout

**Is a satisfactory disclosure and barring check required?**  
[\(click here for guidance on DBS\)](#)

No

**What level of check is required?**

**Is the post politically restricted**  
([Click here for guidance on political restriction](#))

No

**Is the post exempt from the Rehabilitation of Offenders Act (ROA) 1974**  
([Click here for guidance on ROA](#) )

No

### **Key Accountabilities and Result Areas:**

#### **Undertake Appropriate Enforcement Interventions in Commercial Businesses**

### **Key Elements:**

This will involve:

Carrying out interventions for food safety, food standard and health and safety in commercial premises and workplaces throughout the borough.

Ensure compliance with safety legislation, as required by your authorisation using a graduated, risk based approach.

To draw up and serve written warning letters.

Provide advice and assistance to businesses and respond to the necessary internal and external contacts on food safety, food standards or health and safety, public safety and licensing enquiries.

Undertake sampling and follow up with guidance, advice or enforcement action for adverse results

## **Investigate Criminal Breaches**

This will involve:

Prepare letters, reports, memoranda and deal with all correspondence and communications in an effective manner,

Identify, investigate and report where necessary, infringements arising from inspections, complaints and enquires. This may include the production of witness statements, assisting in the production of prosecution case files, attending and giving evidence in court or attending committee hearings as required.

If involved in enforcement activity ensure this carried out in accordance with the Police and Criminal Evidence Act (PACE), Criminal Procedures and Investigation Act (CIPA), Regulation of Investigatory Powers Act (RIPA) and departmental policies and procedures.

## **Investigate service demands/complaints and provide advice or assurance.**

This will involve:

Providing assistance to commercial businesses, members of the public and internal or external enquires on action needed to comply with legislation and good practice for both food safety/standards and/or health & safety and licensing legislation. This advice will be given verbally or in writing.

Deal effectively with all service demands using a risk based and proportion approach. Ensuring that all actions are appropriately

recorded on the database.

### **Investigate Cases and Outbreaks of Notifiable Disease and Food Poisoning**

This will include:

Provide guidance and advice for single cases / incidents of food poisoning

Respond to single cases of infectious diseases where investigation is not required.

Assist officers in the investigation of infectious diseases and outbreaks

### **Participate in Projects and Surveys**

This will also include:

To assist in low risk inspection plans and alternative strategy enforcement programmes as directed by the line manager

Work with PHE on projects such as the healthy catering commitment.

To help with devising a yearly sampling plan i.e. food safety/standards, legionella water samples and ensure it is implemented through the year, including review of results and implementing corrective action and follow up as necessary

Participating in other projects as allocated by the team manager

## **Green Commitment**

- Ensuring both individual and teamwork meets the Council's Green Commitment Policy goals in reducing energy consumption and waste, increasing renewable energy use and recycling, contributing to a reduction in traffic congestion and using sustainable materials.

## **Data Protection**

- Being aware of the council's responsibilities under the Data Protection Act 1998 for the security, accuracy and relevance of personal data held, ensuring that all administrative and financial processes also comply.
- Maintaining customer records and archive systems in accordance with departmental procedures and policies as well as statutory requirements.

## **Confidentiality**

- Treating all information acquired through employment, both formally and informally, in confidence. There are strict rules and protocols defining employee access to and use of the council's databases. Any breach of these rules and protocols will be subject to disciplinary investigation. There are internal procedures in place for employees to raise matters of concern regarding such issues as bad practice or mismanagement.

## **Equalities and Diversity**

- The council has a strong commitment to achieving equality of opportunity in its services to the community and in the employment of people. It expects all employees to understand, comply with and promote its policies in their own work, undertake any appropriate training to help them to challenge prejudice or discrimination.

## **Health and Safety**

- Being responsible for own Health & Safety, as well as that of colleagues, service users and the public. Employees should co-operate with management, follow established systems of work, use protective equipment and report defects and hazards to management. Managers should carry out, monitor and review risk assessments, providing robust induction and training packages for new and transferring staff, to ensure they receive relevant H&S training, including refresher training, report all accidents in a timely manner on council accident forms, ensure H&S is a standing item in team meetings, liaise with trade union safety representatives about local safety matters and induct and monitor any visiting contractors etc, as appropriate.

**Contribute as an effective  
and collaborative team  
member**

This will involve:

- Participating in training to demonstrate competence.
- Undertaking training as required for the role.
- Championing the multi-disciplinary approach by demonstrating a willingness to take on new areas of work and by training other team members in a particular field of expertise
- Participating in the development, implementation and monitoring of service plans.
- Championing the professional integrity of the service.



## Person Specification

<b>Job Title:</b>	Technical Officer, Food and Safety Team, Sustainable Communities Department
<b>Essential knowledge:</b>	<p>An understanding how the food safety and health and safety law is applied to businesses in the borough.</p> <p>An understanding of how advice can be escalated to enforcement and what needs to be considered including some of the guidance and legislation.</p>
<b>Essential skills and abilities:</b>	<p>Excellent written and verbal communication skills being able to deal with customers in a responsive, courteous and sympathetic manner under potentially confrontational situations. To place customer care as a priority when dealing with service requests.</p> <p>A proven ability to use a computer system for data entry and a familiarity with the Microsoft Office suite of software.</p> <p>The ability to use technical equipment for testing products that are the subject of enquiry or complaint.</p> <p>Demonstrate an understanding of the issues faced when dealing with customers within a diverse community.</p> <p>The ability to prioritise a varied and demanding workload and meet targets.</p> <p>Self motivated, being thorough and determined in dealing with problems and challenges, maintaining a positive and enthusiastic attitude. To use creative thinking and judgement when resolving matters.</p> <p>Able to work well with others in a team. To develop effective and supportive relationships with colleagues, other departments and external agencies and to support and contribute to team objectives</p>

**Essential experience:**

Experience in food safety and health and safety and public safety inspections, interventions and investigations, including the enforcement of relevant legislation, such as:

- Food Safety Act 1990
- Health and Safety at Work, etc. Act 1974

**Special conditions:**

Must be able to work when the job requires and this will include working evenings and weekends.

Must be able to provide own transport of business purpose and be able to make site visits throughout the borough

Must be physically fit to deal with the demands of the job