

# Epsom & Ewell Borough Council

## Role Profile

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| <b>Role Title:</b>   | Principal Environmental Health Officer |
| <b>Job Family:</b>   | Business Manager (G5)                  |
| <b>Service:</b>      | Environmental Health                   |
| <b>Location:</b>     | The Town Hall                          |
| <b>Reporting To:</b> | Public Protection Manager              |

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| <b>Role Purpose:</b><br><br><i>Why the role exists and its contribution</i> | <p>To provide effective operational management of the functions within the council's Environmental Health team.</p> <p>Responsibilities include: Statutory and discretionary services in respect of public health, private sector housing, food safety, environmental protection/pollution, contaminated land, health and safety enforcement and advice.</p> <p>As a member of the council's management, contribute to the achievement of the Council's corporate vision, behaviours and priorities and the development of the Council's positive high performing culture.</p> |
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## Main Duties and accountabilities

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| <b>Service Specific</b> | <p>To effectively manage day to day services delivered within the Environmental Health service area including planning and managing all relevant reactive and programmed work and complying with all national, regional or local reporting requirements.</p> <p>To have responsibility for overseeing evidence gathering including interviews under caution, in compliance with statutory requirements and current codes of practice and making decisions on appropriate action.</p> <p>To ensure all cases are concluded in line with policies, procedures and best practice.</p> <p>To carry a personal case load of environmental health service requests and to bring these to conclusion.</p> <p>To ensure customer needs are assessed and changes introduced where appropriate and, in conjunction with the Public Protection Manager, to be responsible for investigating service complaints and implementing findings.</p> |
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|                           | <p>To ensure the accuracy and consistency of data entered on to departmental, corporate and national recording systems.</p> <p>To act as the Council's "Lead Officer for Food" in accordance with the Food Law Code of Practice.</p>  |
| <b>Manager of Service</b> | <p><b>Management</b></p> <p>To communicate ownership of the corporate plan, vision, behaviours, corporate identity and key messages and promote effective corporate working across the organisation.</p> <p>To champion and encourage corporate working as part of a one team Council approach.</p> <p>To lead and champion the implementation of key corporate and service projects, achieving agreed outcomes including delivery on time and within budget.</p> <p>To provide high quality and timely advice to all Members of the Council and relevant staff.</p> <p>To attend and contribute as required to meetings of the Council, including Committee meetings, working groups, and outside bodies.</p> <p>To promote and champion the positive interests of the Council and the borough.</p> <p>To inform senior management and when on leave, appropriate Chairmen of service issues and developments.</p> <p>To develop and maintain excellent internal and external working relationships to secure positive outcomes for the Council and the borough.</p> <p><b>Staff Management</b></p> <p>To develop a highly engaged and high performing staff team ensuring that all staff are encouraged to realise their potential through their on-going learning and development</p> <p>To ensure effective implement and clear communication of the importance of compliance, training and development of health and safety regulations</p> <p>To create a positive working environment where staff are treated with dignity and respect and where equality of opportunities is promoted.</p> <p>To promote a culture of excellent customer service where the needs of customers are understood and responded to.</p> <p>To ensure that effective recruitment, induction and probation arrangements are in place to maximise the positive contribution of new appointments to the work of the Council.</p> |

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|  | <p>To ensure that all staff have the opportunity of regular team meetings, one to ones and appraisals.</p> <p>To undertake the timely management of performance issues</p> <p><b>Financial and Performance Management</b></p> <p>To establish and maintain effective arrangements for performance management, including service delivery plans, budget and performance monitoring and reporting and staff one to ones.</p> <p>To ensure that value for money is achieved, including looking at opportunities to increase income, reduce costs or explore alternative ways of delivering services.</p> <p>To ensure that there are effective systems in place to enable the efficient and resilient operation of the service. (Continuity planning)</p> <p><b>Risk Management, Health and Safety and Civil Emergencies</b></p> <p>To provide and implement a healthy and safe working environment, providing risk assessments, safe working method statements, training in all community &amp; wellbeing service provision areas. To implement and promote relevant corporate policies.</p> <p>To assess the risks associated with the service and ensure that robust measures are in place to manage these risks effectively, including the risk of fraud.</p> <p>To develop continuity service plans for each of your services</p> <p>To have a key role in business continuity planning and participate in the Council's Civil Emergencies response, including out of hours' arrangements. To maintain the borough's people at risk register ensuring it is always available to the council within emergency response responsibilities.</p> <p><b>Continuous Professional Development</b></p> <p>To keep abreast of economic, legislative, political, social and technical developments impacting on the service and on local government, keeping up-to-date with the latest thinking /direction within the service areas.</p> <p>To maintain professional development and attend corporate training as required.</p> |
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## The key decision making areas in the role

- Be responsible for all day to day decisions relating to the management of the service, allocating workloads within the team.
- Provision of professional advice to the Public Protection Manager, Members, colleagues and key stakeholders.
- Use of a range of discretionary powers and decision making using own judgement and initiative.
- Recommend amendments and improvements to Council policy and strategy.
- Contribute to contractual/legal obligations within Environmental Health.
- Ensure compliance with environmental health related statutory obligations.
- Prioritisation of own, and team's workload.
- Deputising for the Public Protection Manager.
- In conjunction with the Public Protection Manager, assist with the drafting of Committee Reports.
- Project management of specific allocated projects.
- Ensuring quality, consistency and fairness of decisions made in relation to environmental health legislation.
- Negotiation of the terms of legal agreements, preparation of case files for court and appearing at court to act as an expert witness on behalf of the council.
- Ensuring all investigations and interviews are carried out in accordance with the relevant statutory provisions such as CPIA and PACE including the associated Codes of Practice.
- Acting as ambassador for the Council in working groups.
- Contribution to the creation of robust, costed business cases to support service developments and improvements.
- Maintenance of a performance management system, monitoring an agreed set of service specific key performance indicators.
- Ensuring that budget targets are monitored and met and that a continuous drive to reduce expenditure is implemented.
- Ensuring that statutory statistical returns are completed.
- Preparation of bids seeking external funding.
- Liaison with external funding bodies.
- Assessment and management of risk to the Council in relation to the provision of environmental health services.
- Responsible for service planning for the environmental health service and cover throughout the year.

## Customers and contacts

All staff, Elected Members, Government Departments and agencies, Health and Wellbeing providers, Local Businesses, Residents and Residents groups, Housing associations, Community Groups, volunteers and the voluntary sector

## Dimensions of the role

### Financial

### Non-financial

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| <ul style="list-style-type: none"> <li>• Recharges for statutory functions £12000</li> <li>• HMO licensing fee income £15000</li> <li>• Permitted process income £2500</li> <li>• Income from other fees and fixed penalties £10000</li> <li>• Personal and shared responsibility for income generation or expenditure budgets</li> <li>• Setting or monitoring targets or budgets and their value</li> <li>• Accounting for or handling expenditure or money</li> </ul> | <ul style="list-style-type: none"> <li>• 600 food businesses</li> <li>• 250 food hygiene interventions per year</li> <li>• Approximately 2500 service requests per year</li> <li>• 90 licensed HMOs</li> <li>• 20 permitted processes</li> <li>• Emotional stress from the circumstances or behaviour or people</li> <li>• The impact of your decision making on customers</li> <li>• Implementing and enforcing regulations</li> <li>• Health and safety of customers</li> </ul> |
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# Person Specification

| <b>Qualifications and Training</b>   | Essential (E) or Desirable (D) | Application | Interview/ Assessment |
|--|--------------------------------|-------------|-----------------------|
| Qualification in management  | D                              | X           |                       |
| Evidence of continuous professional development  | E                              | X           |                       |
| Degree, Diploma or Level 6 Apprenticeship in Environmental Health  | E                              | X           |                       |
| Registered by the EHRB or CIEH as Environmental Health Practitioner/Chartered Environmental Health Practitioner            | E                              | X           |                       |
| Chartered Member of the Chartered Institute of Environmental Health  | E                              | X           |                       |
| Postgraduate qualifications applicable to the role   | D                              | X           |                       |
| Able to demonstrate the competency requirements set out in the Food Law Code of Practice                                   | E                              | X           |                       |
| <b>Knowledge and Experience</b>  |                                |             |                       |
| Extensive knowledge of the statutory regulatory framework relating to Environmental Health                                 | E                              | X           | X                     |
| Extensive experience in service delivery of a wide range of Environmental Health functions                                 | E                              | X           | X                     |
| Experience of successfully managing income and expenditure budgets   | D                              | X           | X                     |
| Proven ability to negotiate and influence in demanding environments  | E                              | X           | X                     |
| Proven ability to gain trust and respect of all stakeholders   | E                              | X           | X                     |
| Proven ability to contribute positively to the corporate service delivery as part of a one team Council approach.          | E                              | X           | X                     |
| <b>Skills</b>  |                                |             |                       |
| Ability to create and sustain a high performing and supportive staff culture through positive and collaborative leadership | E                              |             | X                     |
| Ability to persuade and influence through highly effective presentation and report writing skills                          | E                              |             | X                     |
| Ability to deliver projects on time and within resources   | E                              |             | X                     |
| Ability to promote a culture of excellent customer service   | E                              |             | X                     |
| Excellent analytical and problem solving skills  | E                              |             | X                     |
| Ability to build and maintain effective relationships with key partners and stakeholders                                   | E                              |             | X                     |

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| Ability to work in a busy environment with multiple priorities and tight deadlines                    | E |   | X |
| Ability to drive innovation within the service  | E |   | X |
| <b>Additional Requirements</b>  |   |   |   |
| No contra-indications in personal background or criminal record indicating unsuitability in this role | E | X |   |
| A disclosure and barring service (DBS) certificate<br>(only if required)                              | E |   | X |
| Access to a computer at home that is connected to the internet  | E | X |   |
| Legally entitled to work in the UK.   | E | X |   |
| Flexibility to work variable hours including evenings and occasional weekends                         | E | X |   |
| Ability to participate in the Council's out of hours Civil Emergency arrangements                     | E | X |   |
| Full driving licence  | E | X |   |