



ROLE PROFILE FOR ENVIRONMENTAL HEALTH OFFICER (COMMERCIAL TEAM)

Role Title: Environmental Health Officer (Commercial)

Service: : Environmental Health & Licensing

Location: Surrey Heath House, Knoll Road, Camberley, Surrey, GU15 3HD

**Reporting To: Principal Environmental Health Officer (PEHO)
Commercial Team**

Role Purpose

- To assist the PEHO and the Commercial Team in the delivery of the Council's statutory environmental health functions, in relation to food safety, infectious disease control, health & safety at work, animal activity licensing, street trading consents and road closures.
- To contribute to the Council Strategy Aims to Protect our Environment; Promote Healthier and More Inclusive Communities; Support a Strong Economy and Create More Homes; Campaign for Residents; Deliver Effective Services with Sustainable Finances.

Main Duties and Accountabilities

Knowledge and Expertise



- To have the knowledge, expertise and competency to carry out statutory environmental health duties in relation to food safety, health & safety at work and infection control. This will include programmed and follow up interventions; investigating complaints; investigation of infectious disease; food sampling; taking formal and informal action to ensure compliance with statutory provisions.
- To hold and to maintain competence in the inspection of all food businesses risk categories in accordance with the Food Standards Agency Food Law Code of Practice.
- To assist/provide cover when required for other areas of Environmental Health work with relevant training/supervision.
- Maintain accurate, up to date written/electronic records of work activity and to draft letters/emails, legal notices and witness statements in connection with enforcement action. Give evidence in court if required.
- Maintain accurate up to date written/ electronic records on all work undertaken to ensure efficient workload management, customer service response and to facilitate effective performance management.
- Liaise with other services within the Council to provide professional advice, including commenting on planning applications.
- Liaise/represent the Council when working with external stakeholders with regard to the work of the Team.

Creativity and Innovation

- Take a creative and innovative approach to problem solving and service improvement.

Financial Accountability

- Ensure the Council's resources are efficiently deployed. (No financial controls specifically allocated to the post.)



Impact upon the Organisation & the Community

- Develop and sustain effective working relationships with Team members, Council colleagues and customers, contractors and external agencies to ensure a consistent and joined up approach to environmental enforcement to protect health and the environment and deliver the Council Strategy aims.

Management & Supervisory Responsibilities

- Provide direction, advice, assistance to the Team's Environmental Health Assistant.

Initiative & Independent Action

- Work without direct supervision and to use own initiative in prioritising workload and identifying the most efficient and productive work programme.

General

- To liaise with the Contact Centre and the Web team to ensure that all information provided to the public on the Team's work is accurate, up to date and relevant.
- Work outside normal working hours as necessary to ensure effective service delivery.
- Such other duties as may, from time to time, be allocated contributing to the efficient and effective running of the service/Council. This may include assisting the Food & Safety and Licensing Teams.

Continuous Professional Development

- Maintain competency in the role and meet the CPD requirements to maintain membership of the Chartered Institute of Environmental Health.



Customers and Contacts

Important Internal Relationships

- Environmental Health and Licensing Team, elected Members, and staff from across the Council at all levels particularly Legal Services, Economic Development, Development Control, Corporate Enforcement

Important External Relationships

- Public/ business community; Surrey Food Liaison Group and other local authorities; Surrey County Council (Trading Standards, Fire Service and Highways); Food Standards Agency, Health and Safety Executive, UK Health Security Agency.

Additional Requirements

- To continuously suggest/improve and/or update processes and procedures by digitalisation and streamlining with a view to maximising effectiveness, efficiency and to enable data sharing.
- To work collaboratively with colleagues in accordance with our corporate values and policies to achieve the Council aims and objectives.
- Ability to work from home if required, with access to reliable fast broadband connectivity.
- No contra-indications in personal background or criminal record indicating unsuitability in this role.
- Legally entitled to work in the UK.
- Ability to participate in the Council's out of hours Civil Emergency arrangements.



- Carries out any other duties commensurate with the grade of this post as is required of the Council.

ENVIRONMENTAL HEALTH OFFICER (COMMERCIAL)

Person Specification

Qualifications and Training

Criteria	Essential or Desirable	Application, Interview or Assessment
Diploma/ Degree in Environmental Health or Higher Certificate in Food Inspection recognised by the Chartered Institute of Environmental Health (CIEH)	E	A
EHRB/CIEH Registered EHO or Food Inspector	D	A
Health and Safety qualification	D	A
Animal Inspector Certificate	D	A

Knowledge and Experience

Criteria	Essential or Desirable	Application, Interview or Assessment
Have the knowledge, expertise, experience & competency to carry out local authority statutory environmental health duties in relation to food safety, health & safety and infection control.	E	A/I



Competent in the inspection of all food businesses risk categories in accordance with the Food Standards Agency Food Law Code of Practice.	D	A/I
Able to maintain accurate and up to date written/electronic records on all work undertaken to ensure efficient workload management, customer service response and to facilitate effective performance management.	E	A/I
Able to maintain accurate and up to date written/electronic records of work activity and to draft letters/emails, legal notices and witness statements in connection with enforcement action.	E	A/I
Experience of gathering evidence to make an informed decision on the taking of proportionate enforcement action including undertaking PACE interviews, obtaining warrants, seizures of food/equipment and giving evidence in court.	E	A/I

Skills and Relations with People

Criteria	Essential or Desirable	Application, Interview or Assessment
Ability to communicate difficult and complex messages effectively at all levels, demonstrating effective negotiation skills and the ability to handle hostility in a calm positive and professional manner.	E	I
Ability to liaise with other services within the Council and relevant external bodies to provide professional advice and represent the Council.	E	A/I



Demonstrates an awareness of Diversity and Equality issues and ability to work in a non-discriminatory way.	E	I
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Creativity and Innovation

Criteria	Essential or Desirable	Application, Interview or Assessment
Ability to develop practical solutions to a wide variety of complex problems.	E	I
Ability to identify ongoing service improvement.	E	I

Financial Accountability

Criteria	Essential or Desirable	Application, Interview or Assessment
Ensure Council resources relating to job role are efficiently deployed. (No financial controls specifically allocated to the post.)	E	I

Impact upon the Organisation and the Community

Criteria	Essential or Desirable	Application, Interview or Assessment
Demonstrate a professional and committed approach to achieving good customer outcomes with regard to public health.	E	I

Management and Supervisory Responsibilities

Criteria	Essential or Desirable	Application, Interview or
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		Assessment
N/A		

Initiative and Independent Action

Criteria	Essential or Desirable	Application, Interview or Assessment
Ability to work independently, in line with statutory guidelines with minimal management direction.	E	A/I
Ability to set priorities and manage the progress of work and competing demands. To meet deadlines and agreed performance standards.	E	A/I
Ability to interpret legislation and statutory guidance and apply practically to seek solutions.	E	A/I

Additional Requirements

Criteria	Essential or Desirable	Application, Interview or Assessment
Full Driving Licence and immediate access to own vehicle.	E	A
To be flexible regarding, work undertaken, hours worked (including out of hours) and place of work to meet service priorities.	E	I

DBS Requirements

- Basic Check

