



## 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 work with the PEHO and the Commercial Team to deliver the Council's statutory environmental health functions, in relation to food safety, infectious disease control, public health & safety, 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, public health & safety and infectious disease control. This will include programmed and follow up interventions; investigating complaints, infectious disease and accident



notifications; food/water/environmental sampling; public event safety//convening Safety Advisory Group meetings; EH Licensing (street trading, skin piercing), road closures, smoke-free control and private water supply monitoring, 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 on all work undertaken to ensure efficient work load management, customer service response and to facilitate effective performance management.
- Take proportionate enforcement action i.e. drafting/service of notices, preparing witness statements, undertaking PACE interviews, obtaining warrants, seizing food and preparing/giving evidence in court as required.
- Liaise with other services within the Council to provide professional advice, including commenting on planning and licensing 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 health enforcement to protect public health, safety and the environment and deliver the Council Strategy aims.

## **Management & Supervisory Responsibilities**

- Provide direction, advice, assistance to the Team's Environmental Health Technical Officer, as required.

## **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 Communications & Engagement 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 Environmental Control, Housing Standards 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, Development Control, Corporate Enforcement, Building Control.

### **Important External Relationships**

- Public/ business community; Surrey Food Liaison Group/Surrey Health & Safety Study Group and other local authorities; Surrey County Council (Trading Standards, Public Health, Fire Service and Highways); Police, 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 accredited by the Chartered Institute of Environmental Health (CIEH)	E	A
EHRB/CIEH Registered EHO	E	A
Health and Safety qualification	D	A
Animal Inspector qualification	D	A

#### Knowledge and Experience

Criteria	Essential or Desirable	Application, Interview or Assessment
Working knowledge and local authority statutory environmental health duties in relation to food safety, health & safety and infection control.	E	A/I



Competence and experience in animal activity licensing inspection and processing/determining applications.	D	A/I
Able to maintain accurate and up to date written/electronic records on all work undertaken to ensure efficient work load 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

<b>Criteria</b>	<b>Essential or Desirable</b>	<b>Application, Interview or Assessment</b>
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.	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 Assessment



N/A		
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## Initiative and Independent Action

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

- None

