**Job Description**

**Environmental Health Practitioner / Senior Food and**

**Safety Officer**

**Reports to: Commercial Manager**

**Responsible for - Directly: None**

**Working environment: Hybrid with regular site visits**

**Working hours: Full time (part-time job-share also considered), 37 hours over a 5 day week.**

**Car user designation Essential**

**Permanent**

**Purpose of role**

To protect public health, by carrying out inspections and investigating complaints to ensure compliance with the relevant legislation, including the provision of information and advice and enforcing the relevant legislation.

To take the lead and be responsible for the proactive and reactive enforcement of food safety, health and safety and port health regimes administered by the Commercial Team.

To work under the general direction of the Commercial Manager to ensure the effective and efficient running of the Commercial Team and discharge the Council’s statutory duties in respect of a range of Environmental Health functions.

**Main responsibilities**

* To carry out associated enforcement responsibilities including responding to complaints, carrying out routine inspections, interviewing witnesses and offenders and others. These duties may include formal interviews of individuals subject to potential criminal prosecution under caution; preparing committee reports, serving of enforcement notices; files of evidence and statements; giving evidence at magistrates and other appropriate courts acting as a witness or investigating officer.
* To lead in the development and implementation of enforcement strategies and programmes for the team’s functions to optimise service delivery and encourage compliance with legislative standards.
* To carry out consultations in relation to planning applications and Licensing applications. To create reports for the relevant Committees and to attend and present evidence as required.
* To represent the Commercial Manager on Working Parties, etc., both interdepartmentally and with external bodies.
* Provide guidance, advice and support to the Commercial Officers as required.
* Take the lead on the complex investigations and complaints.
* To lead on the development of operational procedures within the team relating to the licensing function.
* To provide advice and guidance to members of the public, businesses and elected members in relation to work undertaken by the Commercial Team.
* To undertake administration duties necessary for the performance of the job functions, including writing Notices, letters and reports. To maintain relevant computer and manual file records including inputting of data onto the computer. To provide statistics as are necessary for the efficient operation of the Team.
* To deal with correspondence and produce any statistical information required.
* Assisting in the provision of training, information, and advice to new members of staff, visiting students and Officers in other Departments regarding the work of a professional technical officer and in relation to specialist equipment.
* To participate in the out of Hours service on a rota basis and to support the Council as part of the emergency planning process including responding to emergencies in business hours and out of normal office hours as required.
* To work within Health and Safety guidelines in accordance with the Health and Safety at work Act.
* In order to maintain flexibility, the postholder may be called upon to assist with work in other Services.
* To undertake any other such other functions commensurate with the grade of the post as may be directed by the Commercial Manager in order to facilitate the performance of the above duties and general service delivery and work efficiency of the service.

**The above may change subject to consultation with the post holder.**

**This job description sets out the duties and responsibilities of the job at the time when it was drawn up. Such duties and responsibilities may vary from time to time without changing the general character of the duties or the level of responsibility entailed. Such variations are a common occurrence and cannot in themselves justify a reconsideration of the grading of the job.**

**Person Specification**

1. **Experience/ Knowledge**

**Essential**

* 1. Excellent communication skills both verbal and written to be able to communicate with a wide audience of customers and partners
  2. Experience of working with the public
  3. Experience of undertaking enforcement activity as part of a frontline team or other similar area of work
  4. Ability to manage own time and workload
  5. Excellent knowledge of commercial (food safety/health and Safety and port health) legislation and procedures

1. **Qualifications & Skills**

**Essential**

* 1. Degree or Diploma in Environmental Health or equivalent and be registered with Environmental Health Registration Board (EHRB) or CIEH and meet Food Standards Agency Competency Framework or hold the Higher Certificate in Food Control awarded by the Environmental Health Registration Board (EHRB) or CIEH or equivalent as per the Food Standards Agency Code of Practice.
  2. Additional recognised qualification and experience in occupational health and safety.
  3. Professional membership of a recognised organisation relevant to the post.
  4. Demonstrable experience within a Commercial Team of a Local Authority (or similar relevant work experience, essential if qualification standard above not met).
  5. Ability to clearly present information or provide explanations that are easily understood by others.
  6. The ability to prioritise work and to forward plan to meet personal, team and departmental deadlines.
  7. A high standard of interpersonal skills to enable you to communicate effectively and clearly with a wide range of people and groups.
  8. Clear, reasoned and structured report and letter writing skills.
  9. The ability to use information technology and maintain accuracy of information.

1. **Personal Qualities and Attributes**
   1. To demonstrate effective time management.
   2. To be able to demonstrate a non-threatening and even-handed approach and be able to identify potential aggressive situations and satisfactorily resolve.
   3. The ability to listen and remain calm.
   4. The ability to apply practical solutions.
   5. To demonstrate empathy with others.
   6. The ability to acknowledge others’ points of view whilst maintaining direction, and meeting targets.
   7. The ability to work under pressure and to meet target deadlines with the minimum of supervision.

The following criteria will be tested at interview stage and does not need to be evidenced in an application form, CV or covering letter

1. **Agreed Behaviours Framework**
   1. Putting Great Yarmouth first
   2. Effective and open communication
   3. Respecting others
   4. Working together
   5. Embracing change
   6. Taking personal responsibility
2. **Additional requirements** 
   1. An ability to work outside normal working hours when necessary and to be flexible at other times to meet the Council’s duties.