

## Job Profile

<b>Job Title</b>	Senior Environmental Health Officer
<b>Salary/Grade</b>	Career Grade 4/5
<b>Service</b>	Environmental Health
<b>Reports to</b>	Environmental Health Manager
<b>Manages/ Supervises</b>	N/A

<b>Job Purpose</b>	To provide an Environmental Health Service within Braintree District Council, undertaking appropriate functions in the specialist areas of either Public Health, Housing & Pollution, or Food, Health & Safety & Licensing.
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## Principal Accountabilities

1. Carry out a programme of work as agreed with the Environmental Health Manager.
2. Investigate complaints and requests for service in the area and function for which you are responsible.
3. Ensure that all matters of Environmental significance occurring within the area are recorded and pursue action, either personally or through others, to secure Environmental Health compliance.
4. Carry out the work within a team of officers and cover the work of absent colleagues.
5. Support, contribute and comply with quality practices as described within the Corporate Quality Policy and as directed by departmental and team plans/management.
6. Attend and advise Area Committees, if required, to present reports on any functions for which you are responsible.
7. Ensure that the Council and Directorate safety policies are observed.
8. Apply and actively promote the principles of the Council's Equal Opportunities Policy in all areas of employment and service delivery.
9. Advise the Environmental Health Manager if any of the duties and responsibilities of the post cannot be carried out.
10. Willingness and ability to work outside normal office hours when required.
11. Any other duties as required to support the business, including maintaining business continuity and during civil emergencies.
12. To apply and actively promote the principles of the Council's Safeguarding Procedure in all areas of employment and service delivery/
13. Carry out any other duties as directed by the Head of Service.

## Corporate Accountabilities

- To take responsibility for maintaining own health and attendance.
- To support, contribute and comply with quality and governance procedures as directed by management.
- To apply and actively promote the principles of the Council's Equal Opportunities Policy in all areas of employment and service delivery.
- Any other associated duties detailed by Head of Service or his representative.
- To advise Line manager if, at any time, the above duties and responsibilities cannot be performed.
- Any other duties as required to support the business, including maintaining business continuity and during civil emergencies.
- To apply and actively promote the principles of the Council's Safeguarding Procedure in all areas of employment and service delivery.

## Skills, Knowledge and Experience (Tested at application and interview stage)

### Experience and Qualifications

- Degree in Environmental Health or equivalent, or working towards final qualification.
- EHORB Registration, or working towards.
- Knowledge & training in evidence gathering and enforcement work – awareness of RIPA & PACE requirements.
- Experience of working in Environmental Health.
- Experience of securing regulatory compliance.
- Knowledge of the legislation that governs the work of the team.
- Full driving licence.

### Skills and Knowledge

- Developed presentation skills.
- Customer service skills and experience.
- Negotiation and influencing skills to deal with difficult and conflict situations.
- Excellent decision making skills.
- Proficient IT skills.
- Ability to prioritise, manage own workload and work to deadlines.
- Excellent verbal and written communication skills with a range of audiences.
- Effective team member.

**Competencies**  
(Tested at interview stage)

**Communicating Effectively**

Demonstrate the effective use of the range of communication methods available: written, spoken electronic, and use these methods in appropriate ways suitable to the context and situation.

- Present spoken communication in a polite, friendly and respectful manner seeking to ensure mutual understanding.
- Listen well and seek clarification and understanding, avoiding jumping to conclusions or making assumptions.
- Present information and ideas in a clear and understandable way which avoids jargon.
- Seek to understand the communication needs of colleagues and customers, being mindful of equality issues and the diverse needs of the range of people we work with.
- Choose the most appropriate method of communication for the situation, seeking to avoid using one fixed style or approach.

**Performing efficiently and effectively**

Promote good performance, developing clear, structured and efficient ways of managing workload and delivering results. Staff should challenge themselves and others to perform well, and to adhere to the Council's performance management systems.

- Ensure that all work carried out by you is in line with business and service plans and supports the overall aims and ambition of the Council.
- Plan your workload effectively, reporting achievements and problems to appropriate managers and project leaders.
- See tasks and objectives through to completion.
- Approach challenges with drive and enthusiasm.
- Strive for continuous improvement in your work and manage your learning and development to enable you to perform to the best of your ability.
- Create novel solutions to improve services and ways of working and challenge conventional practices.
- Seek out income generating opportunities and efficiencies and aim to provide more for less to achieve the best possible value and high standards of service delivery.
- Be enthusiastic about the Council's services and look for opportunities to promote and sell them.
- Treat the Council's money as if it were your own.

**Using and managing resources efficiently and effectively**

Demonstrate the effective and efficient use of the full range of resources used in and by the Council including time, finances, staffing, equipment, information, materials, buildings, etc.

- Take responsibility for managing your time, seeking efficient ways to carry out your work, maximising your output and minimising wastage.
- Use and acquire materials effectively and efficiently minimising wastage, recycling where possible, and striving for cost effectiveness.
- Seek out ways to improve the use of resources.

**Engaging with the customer**

Understand the needs and requirements of their customers, to provide excellent customer service, and to involve customers in the improvement of services.

- Provide a helpful and friendly service to customers both internally and externally.
- Take responsibility for following up on enquiries and solving customer issues.

- Make efforts to full understand the customers' needs and avoid assuming "we know best".
- Ensure that you have a full understanding of the needs and requirements of the customer.
- Seek feedback from internal and external customers on the effectiveness and efficiency of the service you provide.

### **Working well together**

Actively foster good working relationships with colleagues and customers in order to collectively achieve the Council's direction and ambition.

- Co-operate and work well with colleagues at all levels of the organisation seeking collective responsibility for the achievement of goals.
- Demonstrate consideration and respect for others feelings and opinions and avoid judging and making assumptions.
- Maintain positive working relationships with external contacts in order to maintain the reputation of the Council.
- Seek to actively solve problems and avoid passing the issue on to others or leaving the problem unresolved.
- Demonstrate self-awareness of your style of working and develop flexibility and adaptability in order to work well with others.

### **Other Conditions**

<b>Does this post require a DBS check</b>	No	<b>Is this a politically restricted Post:</b>	No
<b>Is this post entitled to a lease car</b>	Yes	<b>Is this post entitled to a casual car allowance</b>	Yes
<b>Job profile update</b>	June 2019		

### **Values and Behaviours**

Braintree District Council has developed values and behaviours that demonstrate and measure what we expect to see from our staff. They are integrated across the Council and are used as part of performance reviews, inductions procedures, the apprentice programme and all training interventions.

We call them PRIDE:

- P - Perform well and get things done
- R - Respect and value customers and staff
- I - Improve and learn
- D - Deliver that bit extra
- E - Efficient and effective

**P - Perform well and get things done**

We will:	We will not:
Take responsibility for our actions and be accountable	Be negative or disruptive
Be positive, show enthusiasm and energy - it's infectious	Be resistant to change
Be flexible and adaptable to get things done	Put things off or ignore colleagues and customers
Work well together and be committed to what we do	Fail to manage our own performance

**R - Respect and value customers and staff**

We will:	We will not:
Be open and honest	Be unhelpful or say 'It's not my job'
Listen and focus on customers' needs	Say one thing and do another
Be open-minded and treat everyone fairly	Disregard the views and opinions of others
	Support or tolerate a blame culture

**I - Improve and learn**

We will:	We will not:
Create opportunities for everyone to improve	Cover up our mistakes
Take ownership for our own development	Keep getting the same things wrong
Share lessons learnt and help colleagues	Ignore customer feedback
Welcome questions and challenges to help us do things better	

**D - Deliver that bit extra**

We will:	We will not:
Focus on solutions, not problems	Stick to methods that don't work or are outdated
Be open to new ideas and aim high	Make promises we can't keep
Have a 'can do' attitude	Work in isolation and only care about our own jobs
Be proud of what we do	

**E - Efficient and effective**

We will:	We will not:
Make the best use of the resources available to us	Waste resources
Communicate clearly with the right people at the right time	Be unhelpful or rude
Respond promptly to customers' requests	Delay responses unnecessarily to colleagues or residents
Be open to new ideas, challenge the status quo and create novel solutions	Be closed-minded and say 'I've always done it this way'
Seek new ways of working to do our jobs more effectively	Undermine change or improvements
Recognise and act upon commercial or efficiency opportunities	Fail to support the Council's move towards a more commercial culture

Strive to support new initiatives and a more commercial culture	
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