

Swindon Borough Council Role Profile	
Job title:	Apprentice Environmental Health Practitioner
Role Profile reference:	N/A
Date:	March 2022
Manager/Director:	Team Leader/Public Protection Manager/ Director Public Health
Directorate:	Public Health
Team:	Public Protection

Job Scope:

- To develop the knowledge and skills to assess and apply effective solutions to improve Environmental and Public Health in a variety of settings through a structured vocational development programme and academic degree qualification.
- To take advantage of on the job opportunities, experiences and support to allow completion of the [Environmental Health Practitioner BSc \(Hons\) \(Degree\) Apprenticeship](#) and to develop into a fully qualified and competent Environmental Health Practitioner.
- To work with the Public Protection team to improve the health, quality, safety and economic prosperity of our town in an efficient and effective way through the application of specialist skills, knowledge and expertise in the full range of environmental health functions.

General

An Apprentice will be responsible for ensuring they gain the experience they need across all Environmental Health functions to fulfil the requirements within the CIEH accredited BSc Environmental Health degree apprenticeship programme.

*Each team within the service covers a diverse range of environmental health functions across a very wide range of residential and commercial settings. These range from **food safety functions, food standard functions, imported food functions, health and safety functions including commercial health and safety enforcement and accident investigations, asbestos notifications, sampling, private water supplies, infectious disease control, residential safety and housing standards, rogue landlords & letting agents, houses in multiple occupation, public health funerals and enforcement, petroleum, air quality management, noise complaint investigations, environmental permitting, drainage, environmental enforcement and dealing with filthy and verminous premises.** Each team also offers advisory and commercial services to the public and businesses as appropriate; such as coaching visits and training.*

Key Accountabilities:

1. To attend all courses/lectures/course work and contact time as required to complete the CIEH accredited BSc Environmental Health apprenticeship programme.
2. Meet all relevant requirements as specified within the Integrated End-Point assessment plan for Environmental Health Practitioner (Integrated Degree) apprenticeship standard; [Environmental health practitioner \(integrated degree\) / Institute for Apprenticeships and Technical Education](#). Namely;
 - Prove within on programme training you can work consistently at, or above, the level of the occupational standard.
 - Hold qualifications; English/mathematics Level 2
 - Complete the following approved qualification mandated in the standard: Achievement of 340 credits of the integrated BSc (Hons) degree in Environmental Health/BSc (Hons) degree in Environmental Science from the on-programme apprenticeship formally confirmed prior to the gateway progression.
3. Complete the End Point Assessment and achieve professional recognition within the End Point Assessment period and ultimately; qualify as a Registered EHP.
4. Work with the Team Leader, Apprenticeship leads, senior officers and colleagues at SBC to complete the Apprenticeship programme within the time frame permitted (12-48 months).
5. Attend all required review meetings (8 weekly) with course tutor and team leader/s.
6. Meet all required learning standards by 8 weekly reviews.
7. Proactively seek opportunities to fulfil the Apprenticeship programme/skills matrix.
8. Complete Training documentation to evidence the occupational Duties/standards met.
9. Provide an excellent level of customer service, internally and externally, managing customer expectations and achieving service standards.
10. Communicate clearly, appropriately and effectively to achieve desired outcomes. This will involve sensitive and complex negotiation, and the provision of information to a range of customers, colleagues and external agencies.
11. To represent the Council and Section professionally and positively at all times.
12. To influence, negotiate and encourage positively and effectively to bring about behaviour change.
13. To balance conflicting and challenging demands from customers, colleagues, studies and managers whilst prioritising objectively.
14. To be responsible, with colleagues, for the day to day delivery of a range of statutory and non-statutory public protection duties, with appropriate supervision.
15. To work across all functional teams within Public Protection, covering duty as required and triaging/allocating cases to officers, under the direction and supervision of SPPOs, PPOs, and Team Leaders.

As knowledge and competency develops:

16. To manage an individual and varied case load, prioritising visits, inspections and cases to ensure performance targets are met in a consistent, proportionate and transparent manner.
17. To respond to complaints and intelligence reports from members of the public, internal partners and external agencies, decide, with support, on appropriate investigations and evidence gathering activities required, and to initiate suitable action

18. To use an escalating and risk based enforcement approach; seeking to change behaviour and remedy non-compliance at the lowest level of intervention where suitable and practicable.
19. To use a range of approaches and styles to gain compliance at a suitable level of intervention.
20. To design, develop, plan and deliver timely resolutions, including enforcement to achieve outcomes for internal and external customers, external agencies and partners to meet service objectives and ensuring the Council's statutory and regulatory obligations and guidelines are met.
21. To grow, build, maintain and promote effective working relationships with councillors, colleagues, partners and external organisations to ensure the work objectives are effectively delivered and services are improved, cost-effective and add value.
22. To undertake surveys of premises and sites across the Borough.
23. To undertake proactive and reactive inspections at public, domestic, commercial and unused sites within the Borough of Swindon.
24. To work in challenging and inhospitable environments at times, including outdoors in inclement weather and/or in difficult environments indoors.
25. To deal with sometimes difficult and challenging members of the public in direct enforcement situations, with suitable support.
26. To work outside of normal office hours where required as part of the role, including as an on call officer from home.
27. To gather and store evidence in a legally robust way to support investigations and enforcement actions.
28. To serve Notices and take enforcement action under the direction and supervision of SPPOs, PPOs, and Team Leaders.
29. To assist officers and conduct, with supervision, criminal investigations, including the preparation of files for prosecution or the undertaking of opposed works in default.
30. To attend Court as a witness in prosecution and other cases, Prohibition Order applications, applications for Warrants of Entry, seizures, and forfeiture of items and/or materials, Premises Closure Orders etc.
31. To contribute to and participate in the planning, implementation and review of project work, surveys and sampling programmes.
32. To interpret, with support, often complex and/or conflicting legislation, guidance and protocols and to provide advice to internal and external partners and members of the public.
33. To provide advice to businesses and customers where required.
34. To adhere to internal processes and procedures.
35. To undertake training as necessary for continuous professional development.
36. To keep abreast of changes in legislation, policy, practices and techniques across the range of environmental health, and to develop a more detailed knowledge in nominated specialist areas.
37. To consult and inform the Environmental Health Managers and supervising officer of any casework which is controversial, political or otherwise of a sensitive nature.

Knowledge and Experience:

This is an apprenticeship post. An offer of employment will be conditional on the applicant successfully enrolling on a Chartered Institute of Environmental Health (CIEH) accredited BSc Environmental Health apprenticeship programme. [Public and Environmental Health, BSc \(Hons\) | University Centre Weston \(ucw.ac.uk\)](#)

Entry Requirements:

A minimum of 80 UCAS Points; at A Level, or a BTEC Extended Diploma at MPP, or an Access to Higher Education Diploma with 15 Level 3 credits at Merit, or equivalent, preferably in a related area. plus 5 GCSEs at grades A-C (4-9) including Maths and English.

Experience:

- *Good written and verbal communication skills*
- *Good organisational skills*
- *Good self-awareness*
- *Flexible and responsive*
- *Experience of working effectively as a member of a team*
- *Experience of working with external and internal customers, understanding their needs and providing a high standard of customer care*
- *Evidence of understanding and achieving continual improvement*

ICT/ technological aptitude:

- Ability to use Microsoft Office applications effectively, including Outlook and to produce documents, spreadsheets and presentations
- Ability to learn how to use an electronic case management database, maintaining detailed notes and records on cases and inspections undertaken
- Ability to learn how to operate equipment such as noise meters, food sampling equipment, food thermometers, measuring equipment and damp meters

Personal qualities:

- *Self-motivated and committed to delivering high quality service*
- *Develops and maintains positive working relationships with others*
- *Shares ideas, information and knowledge*
- *Supports team members and has credibility with peers and senior managers*
- *High customer service ethic – is passionate about meeting customer/client expectations, championing vulnerable customers and improving service levels*
- *Keeps pace with change – acquires knowledge/skills as the business develops*
- *Is flexible to meet service and customer needs*
- *Takes personal responsibility, acting with integrity and sensitivity*
- *Manages pressure well*
- *Maintains professional, polite and courteous manner even in challenging situations*

Budget and resources:

The role holder has responsibility for survey and inspection equipment issued to them, and for complex, expensive and sensitive equipment that they may use from time to time. They are responsible for the Personal Protective Equipment and IT issued to them. They will spend small cash values to be reclaimed via expenses or petty cash up to £50 without seeking permission. They will have responsibility for the accuracy and maintenance of records within proprietary applications, and physical evidence gathered in the course of their work. From time to time they may obtain vehicles or additional complex equipment for use at work, and be responsible for them.

Contacts and Relationships:

Role holders will, suitably supervised:

- Use all means of contact on behalf of the Council with internal and external contacts, including formal letters, enforcement notices and files, telephone, email, memos, papers.*
- Use all means in order to negotiate outcomes, enforce outcomes, obtain services and assistance, partnership working, projects, including out of hours.*
- Will respond to requests for service, intelligence reports, referred cases, challenges and complaints directly unless needing support of more senior officers, including out of hours and in direct enforcement situations in a wide range of settings.*
- Have direct authoritative contact with members of the public, Members, Members of Parliament and corporate representatives within their areas of competence.*
- Role holders will maintain productive and effective relationships with a wide range of internal and external partners such as other Councils, Police, Fire & rescue Service, Primary Care, Government Agencies such as DEFRA, APHA, OPSS, EA, DWI, FSA, HSE, PHE Local Water Supplies etc, Primary Authorities, Social Services, Housing, Planning, Building Control, Public Health, Legal colleagues, business owners and senior business managers, private and social landlords of residential property.*

Other Key Features of the role:

The role holder will operate, suitably supervised and directed, in a very wide range of environments and conditions, sometimes including hostile, hazardous, dirty, or uncomfortable settings. Work will sometimes be carried out at night and/or outdoors in inclement weather. Due to the nature of the work, officers may sometimes experience situations that they may find emotionally challenging such as accident scenes, exhumation sites, filthy or verminous premises. Enforcement situations can become conflictual and officers may therefore be exposed to verbal abuse and aggression

Please add the names of the employee(s) that do the job and their line manager.

Employee:	Employee name:
Date:	
Line Manager:	Line Manager name:
Date:	