



**SWINDON**  
BOROUGH COUNCIL

## Role Profile

<b>Job Title:</b> Environmental Health Officer (EHO)	<b>Role Profile Number:</b> SBC_11808
<b>Grade:</b> CFL8	<b>Date Prepared:</b> 22 <sup>nd</sup> December 2021
<b>Directorate/Group:</b> Public Health/ Environmental Health	<b>Reporting to:</b> Environmental Health Team Leader
<b>Structure Chart attached:</b>	No

### Job Purpose

To carry out the full range of duties within one of 2 functional EH teams; working across functional boundaries as may be required from time to time. To engage, enable, and enforce; using the full range of tools and to ensure the health & wellbeing of residents.

Each team within the service covers a diverse range of mostly statutory environmental health and/or trading standards 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, air pollution permitting, drainage, environmental enforcement, dealing with filthy and verminous premises. Each team may also offer advisory and commercial services to the public and businesses as appropriate; such as coaching visits and training.

### Key Accountabilities

- To be responsible, with colleagues, for the day to day delivery of a range of statutory and non-statutory Environmental Health duties, primarily within a single functional team and with appropriate supervision.
- To work in other functional teams within Environmental Health when needed, under suitable direction and supervision.
- To respond to complaints and intelligence reports from members of the public, internal partners and external agencies, decide on appropriate investigations and evidence gathering activities required, and to initiate suitable action.
- 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.

- To use a range of approaches and styles to gain compliance at a suitable level of intervention.
- To undertake surveys of premises and sites across the Borough.
- To undertake proactive and reactive inspections at public, domestic, commercial and unused sites within the Borough of Swindon.
- To work in challenging and inhospitable environments at times, including outdoors in inclement weather and/or in difficult environments indoors.
- To deal with sometimes difficult and challenging members of the public in direct enforcement situations, with suitable support.
- To work outside of normal office hours where required as part of the role, including as an on call officer from home.
- To gather and store evidence in a legally robust way to support investigations and enforcement actions.
- To serve Notices and take enforcement action which, if done incorrectly, may result in compensation claims or legal challenge.
- To initiate, conduct and co-ordinate potentially complex criminal investigations, including the preparation of files for prosecution or the undertaking of opposed works in default.
- To attend Court as an expert 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, Enterprise Act enforcement orders, criminal behaviour orders, etc.
- To initiate, lead, contribute to and participate in the planning, implementation and review of project work, surveys and sampling programmes.
- To interpret often complex and/or conflicting legislation, guidance and protocols and to provide robust advice to internal and external partners and members of the public.
- To provide the council's out-of-hours standby response to EH emergencies and out of hours investigations, on a rota, for which stand-by and overtime payments will be made.
- Direct, mentor and motivate trainee Environmental Health Officers studying for professional qualifications and EH Enforcement Officers. Provide cascade training to staff, at all levels within the service, on new legislation following attendance at National/Regional courses and seminars.
- To provide advisory and commercial services such as coaching sessions for business, SHAD's, and training to public where necessary to help develop compliance. To include the maintenance of Primary Authority agreements.
- To undertake any other duty, as directed by line management, within the scope and level of the role.

### **Supplementary Accountabilities**

- To contribute to the continual improvement of the Environmental Health team
- To contribute to service reviews, audits, and process changes
- To contribute to the collection of performance indicators and other metrics

## **Knowledge & Experience**

*Candidates must have substantial knowledge and experience in the following areas of business and will be required to provide evidence of this:*

- Evidence of Continual Professional Development (CPD) and statutory competency in relevant fields.
- Strong commitment to partnership working.
- Excellent written and verbal communication skills.
- Strong organisational and case management skills.
- Excellent risk assessment and risk management skills.
- Strong self-awareness.
- Flexible and responsive.

## **Qualifications**

- Educated to Degree level.
- Full professional qualification and accreditation by the Chartered Institute of Environmental Health, or equivalent.

## **Decision Making**

- Ability to identify and implement the correct investigative techniques and approaches across a wide range of legislative provisions.
- Ability to identify and implement the correct style and mode of communication for a very wide range of situations and personality types across the whole range of partners and public.
- Ability to choose and implement appropriate enforcement actions and other outcomes across a wide range of areas, functions, and legislation.
- Ability to identify the correct level of enforcement or intervention, and an ability to flex or escalate readily in response to new information or obtained results.
- Ability to identify risk, and identify controls and responses to risks and hazards to protect themselves, colleagues, and the public in a very wide range of situations and locations.

## **Creativity and Innovation**

- Interpret, with appropriate support, sometimes complex or conflicting legislation, guidance etc and authoritatively explain them to a wide range of stakeholders.
- Innovate approaches to unusual or challenging day to day enforcement situations where classical approaches fail or are less successful.
- Identify alternative approaches during surveys, sampling episodes, inspections, etc, where more usual approaches do not achieve the aim or secure the correct evidence.
- Identify and use wide ranging and sometimes atypical sources of information or evidence to investigate cases successfully.

<p>Job Scope</p> <p>Number and types of jobs managed Supervision and mentoring of trainee and junior officers</p> <p>Typical tasks supervised/allocated to others <i>The role holder is educated to a high level, and is accredited by the national institute as competent in their fields.</i> <i>They will hold and manage a large caseload, and be expected to drive those cases to successful conclusions with minimal supervision and guidance. This will include responding to challenges to their cases by the subjects of enforcement and third parties. Support is available for very complex or difficult cases or situations, but the role holder will be expected to manage the majority using their own resources. They undertake a staged approach to enforcement and if necessary will serve Notices and take other direct enforcement which carries risk to the organisation if done incorrectly.</i> <i>The role holder will naturally develop specialisms and higher level competencies, and will cascade these experiences and skills to others; typically mentoring or supervising individual tasks or the cases of more junior officers, but also cascading knowledge upwards. Officers will have discretion to investigate cases to best effect, using general guidance and internal protocols to inform their actions but with the facility of escalating some issues to more senior officers. Officers will sometimes represent the Council at Regional and National groups within their field.</i></p>	<p>Budget Holder</p> <p>Responsibility</p> <p>Asset Responsibility:</p>	<p>No</p> <p>Able to spend &lt;£50 incidentals to reclaim through petty cash/expenses.</p> <p>PPE, simple, and complex/expensive Survey Equipment, Council Vehicles, Warrant Cards, IT.</p>
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## **Contacts and Relationships**

*(how the role relates to the work of others i.e. officers, groups, committees, general public, members, partner organisations, internal and external contacts of the council)*

- 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 foster and 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.

## **Values and Behaviours**

We strive to underpin our culture of being 'At our Best' through strong management and authentic leadership. This means getting the management basics right. We own and demonstrate accountability, both individually and collectively, and aim to get things right first time. Building on this we also expect everyone at SBC to demonstrate and live our organisational values and behaviours, by displaying:

### **Accountability at all levels**

- Customer care and pride in what we do
- Continuous learning and evaluation
- Valuing one another and the contribution each of us makes

### **Other Key Features of the role**

The role holder will operate 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.