

Epsom & Ewell Borough Council

Role Profile Template

Role Title:	Regulatory Services Officer
Job Family:	Professional / Team Leader
Service:	Housing and Community
Location:	Town Hall
Reporting To:	Principal Environmental Health Officer

Role Purpose: <i>Why the role exists and its contribution</i>	To provide effective technical and professional guidance that enables the service to maintain the high standards and meet statutory requirements. As a member of the council's team, contribute to the achievement of the Council's corporate vision, behaviours and priorities and the development of the Council's positive high performing culture
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Main Duties and accountabilities

Service Specific	<u>Knowledge</u> Planned or reactive investigations or inspections based on programmed work or service requests received in relation to the full range of environmental health functions. This can include commercial premises, residential properties or land. Identification of legislation, technical knowledge, and equipment to prepare for inspections and interventions to enable effective intervention. The evaluation of risk and level of compliance based on observation, measurement, combined with the knowledge of legislation and technical guidance as well as officer experience and professional judgement. Collating facts, analysis and information and taking appropriate action with reference to the published enforcement policy and professional judgement. Information and evidence gathering to a high standard, including conducting interviews under caution, in compliance with codes of practice and legislation. Have an understanding of the framework in which the service operates, and where appropriate or necessary, work with other
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departments, Authorities and agencies in relation to work being undertaken.

The production of coherent technical reports, legal notices and documentation, general documentation and correspondence, for a range of audiences.

Ensure that competency is maintained and continuous professional development is undertaken.

Production, processing and inputting of accurate information into computer systems and databases and maintaining the security of the data.

Mental skills and demands

Able to work under pressure to deadlines, prioritise and re-evaluate workload to cope with conflicting work related demands.

Effectively manages work priorities and workloads based on service demands using professional judgement and decision making skills.

Takes on from time to time specific projects, plans or strategies, which can include developing, implementing and reviewing the effectiveness of the work. This may be based on specified deadlines or target based.

The application of professional judgement and experience to new, unforeseen or unusual circumstances. This could be in consultation with colleagues, managers, Heads of Service, other departments or external agencies.

Ability to work independently as well as with other individuals in the team, organisation or external agencies.

Generating and being responsible for the security of sensitive information in relation to individuals or commercial businesses.

Assessing and deciding the most appropriate course of action, which could include the service of legal notices or utilising a variety of enforcement options.

Interpersonal and Communication Skills

Dealing with a variety of individuals and organisations in relation to service requests or interventions. To include the necessary interpersonal skills to deal with individuals who may present as emotional, anxious, aggressive and/or aggrieved.

Responding to a range of stake holders, including fulfilling the roles of consultees in respect of planning and licensing.

Networks and liaises appropriately on technical, legal and professional matters with internal colleagues, the public, businesses and appropriate external agencies.

	Provides good customer care and the provision of information, both written and oral, in a format which is suitable for the individual or target audience. <u>Physical skills and demands</u> Working in a variety of environments, both inside and outside, which could include a degree of physical effort. This may include inspecting at low or high levels or exposure to adverse weather. Specific knowledge and ability to use technical equipment in the course of the duties. <u>Emotional demands</u> Able to deal with members of the public or individuals who may present as emotional, anxious, aggressive and/or aggrieved whether this is in person or by telephone. Ability to manage distressing situations or conflict. The emotional demands may be variable depending on the cases being dealt with and duration of resolution of these cases. <u>Responsibility for financial resources</u> Taking payments for enforcement action via the payment system. Carrying out works in default, involving obtaining quotes for and supervising work. Interacting with the Finance Department in relation to purchase orders, invoicing and depositing money. Overall understanding of budgets and shared responsibility for income generation.
Generic Duties	Retain a professional qualification and membership and participate in learning that is required to perform the role effectively and in line with statutory requirements. Use technical and professional knowledge to help ensure council statutory obligations are adhered to through investigations, inspections and enforcements in accordance with relevant legislation, codes of practice and other regulatory instruments. To provide general advice and support to the organisation in relation to service specific requirements. To seek, build and maintain good relationships with senior managers, business partners, other Councils and all levels of staff. Manage issues and processes to a conclusion effectively protecting the Council's interests.

The key decision making areas in the role

Decides on the most appropriate course of action in relation to investigations following service requests or inspections and discovering matters of non-compliance. This can include the service of legal notices, seizure of possessions and prohibition of activities. Some of this action may require rapid decisions to be made.

Decision making based on legislation, guidance and professional judgement which could be later required to be justified where service level complaints are made, in a court of law or tribunal.

The prioritisation of cases based on service standards and the severity of cases.

Handling of sensitive and personal information, for example infectious disease cases.

Responsibility for deciding on the course of projects or initiatives where this falls within the area of work.

Customers and contacts

Sound knowledge of other service areas within the Council, as well as external agencies and organisations, and how a joint approach may be beneficial.

Telephone, email and in person contact with services users, members of the public, duty holders and representatives from a variety of organisations, for example companies. Some of these individuals may be aggressive or emotional.

Being sensitive to the needs of the public, particularly vulnerable persons and the awareness of when someone is in greater need.

Dimensions of the role	
Financial	Non-financial
• Personal and shared responsibility for income generation or expenditure of budgets • Monitoring expenditure incurred during works in default • Accounting for or and handling money including potentially large amounts of cash within hoarded properties	• Dealing with pressured situations including emotional persons either vulnerable or those being subject to enforcement action. • Being mindful of the social and emotional effect on individuals of actions • Implementing and enforcing regulations • Provision of training, development and guidance to less experienced members of the team

Person Specification

Qualifications and Training	Essential (E) or Desirable (D)	Application	Interview/ Assessment
Environmental Health Officer Registration Board (EHRB) registration or equivalent baseline qualification meeting the requirements of the Food Law Code of Practice.	E	X	
Qualification in a relevant area of Housing, Environmental Protection, Health & Safety or Food Technology	E	X	
Chartered member of the Chartered Institute of Environmental Health	D	X	
Relevant additional qualification	D	X	
Knowledge and Experience			
Evidence of a range of interventions and examples of enforcement across more than one area of Environmental Health.	E	X	X
The appreciation of the overarching nature of public health and the wider determinants	D		X
Skills			
Evidence of problem solving and taking ownership of problems to find a solution for the customer (internal & external).	E	X	X
Ability to work with initiative, without close supervision and to work flexibly and efficiently	E	X	X
Organisational skills	E	X	X
Effective communication skills – written and oral	E	X	X
Good Interpersonal Skills	E	X	X
Additional Requirements			
Drivers Licence	E	X	
No contra-indications in personal background or criminal record indicating unsuitability in this role	E	X	
Access to a computer at home that is connected to the internet.	E	X	
Legally entitled to work in the UK.	E	X	
Ability to work flexibility including the occasional evening and weekends to attend meetings or events including assisting with elections.	E	X	