

Job Description

JOB DETAILS	
Job Title	Technical Food & Safety Support Officer
Service Area / Team	Regulatory & Community Services/Food & Safety Team
Reports to	Environmental Health & Licensing Manager
Post Number	EH003_1
Salary Grade	Grade D
Politically Restricted Post	NO
DBS Requirement	BASIC

JOB PURPOSE
To support and contribute to the effective delivery of environmental health services, including: • Official Food Controls in accordance with the Food Law Code of Practice. • Commercial health and safety enforcement and statutory regulatory functions in local authority-enforced premises. • Public health functions, including the investigation of notifiable diseases and surveillance for invasive mosquito species. • The licensing of zoos and the registration of tattooists, cosmetic piercers, and other skin-piercing practitioners.
MAIN DUTIES AND RESPONSIBILITIES
• Manage and deliver the Alternative Intervention Programme for Category E food businesses, including sending out questionnaires, contacting food business operators, undertaking premises visits where required, reviewing and assessing questionnaire responses, and maintaining accurate records within Salesforce. Identify businesses whose food activities may affect their risk rating and ensure cases requiring further investigation or inspection are referred to the appropriate Salesforce queue for allocation to an authorised officer. • To process all new Food Registrations and changes to business details ensuring all relevant Salesforce processes are completed and Kent County Council Trading Standards are forwarded details of all new food registrations.

• To identify unregistered food businesses and assist and support businesses with food registering. This will include providing advice, signposting and encouraging the use of the council's MyAccount.
• To input business closures on Salesforce and maintain the ceased trading list and update Kent County Council Trading Standards.
• To undertake the Food Hygiene Rating Scheme uploads to the Food Standards Agency portal in accordance with the Food Standards Agency Brand Standard.
• To record and update appeals, rescoring requests and rights to reply on the Food Standards Agency portal as well as create the associated Salesforce processes.
• To scan, upload and attach inspection, sampling, investigation and other relevant documentation and material to the appropriate Salesforce processes and casefiles.
• To accompany and support authorised officers on inspections and visits as and when necessary.
• Act as the first point of contact for enquiries and requests for advice, providing customers with accurate information and signposting them to relevant agencies or organisations where appropriate. Ensure that matters requiring specialist input are promptly escalated to the relevant authorised officers, and that all enquiries, actions and outcomes are accurately recorded and maintained within Salesforce in accordance with established procedures.
• Monitor and respond to enquiries, complaints and new food registrations received through the Food Team inbox, ensuring timely action is taken, matters requiring specialist input are escalated to the relevant authorised officers where necessary, and all associated records are accurately created, updated and maintained within Salesforce in accordance with established procedures.
• To check the Food Standards Agency portal for Food Alerts, update the Team accordingly and record actions in Salesforce. To assist in cases where further action by local authorities is required.
• To support authorised officers with undertaking formal enforcement action including collection, collation and maintenance of continuity of evidence, and preparation of prosecution casefiles including disclosure work.
• To assist with and undertake food and environmental sampling visits to food businesses.
• To arrange and manage local monitoring for invasive mosquitoes undertaken in partnership with the UK Health Security Agency.
• To liaise with the relevant laboratory to organise testing and analysis of samples, collection of samples by courier and interpretation of results by appropriately qualified and authorised professionals.
• To record sampling visits, details of samples taken and outcomes of laboratory analysis on Salesforce.
• Manage the team's equipment inventory and consumables including sampling and inspection equipment, and associated stationery such as inspection forms, instant visit report pads, sampling forms and labels. Ensure there are sufficient stocks of consumables such as probe wipes and evidence bags and stationery reordering when necessary.
• To arrange for calibration of team equipment in accordance with the manufacturer's instructions and recommendations ensuring calibration records are kept and updated.

• To assist with follow up and investigation of notifiable diseases and food poisoning cases in accordance with the UK Health Security Agency and Local Authority Single Case Plan and Outbreak Management Plan.
• To lead on Salesforce systems work for the team including: ○ Performance of regular system administration and maintenance tasks such as ensuring data compliance and accuracy ○ Creation and preparation of regular and ad hoc reports ○ Provision of training and support to the team to improve competencies ○ Creation of ○ Troubleshooting ○ Development work to improve efficiencies and accuracy in Salesforce. ○ Development work to support changes in regulation delivery and data collection
• To assist with the preparation of statutory returns for the Food Standards Agency (FSA) and Health and Safety Executive (HSE) and complete the annual HMRC return.
• To respond to Freedom of Information Requests and other requests for information from the Information Officer.
• To prepare timesheet templates.
• To order equipment, goods and supplies as required to support the effective delivery of the service.
• To raise purchase orders for equipment, goods, services and training.
• To assist with arranging team training.
• To lead on the provision of registration documents to the local fishing fleet including providing support with undertaking site visits to check compliance with food law.
• To provide support with specialist contractor engagement and contract management.
• To support the work associated with the introduction of new statutory functions such as the proposed licensing of non-surgical cosmetic procedures.
• To support the delivery of project work.
• To support the work associated with the Food Standards Agency's proposed changes to the food safety and hygiene regulatory delivery framework.
• To prepare mailshots to businesses in relation to food safety, public health and health and safety in the workplace.
• To maintain up to date technical knowledge across food safety and hygiene, health and safety and public health regulatory functions.

CORPORATE RESPONSIBILITIES

• Adhere to the council's safeguarding policies and procedures and undertake relevant training in order to help protect children and vulnerable adults within the district.
• To comply with legislation, council policies and procedures including the Data Protection Act, Freedom of Information Act, Information Security Policy, the Code of Conduct for Officers and to participate in any Emergency Planning activities as required.
• To actively demonstrate the values and behaviours of the council.

• To ensure our customers are valued by taking into account their views and needs in all that we do.
• To contribute to the development and achievement of relevant corporate and service objectives by suggesting ideas for service improvements.
• To communicate openly and honestly with colleagues, members and customers.
• To undergo any training necessary to be able to fulfil the requirements of the job.
• To carry out other duties commensurate with the grade, skills, experience and qualifications of the post holder as directed and as may be required from time to time.

Folkestone & Hythe District Council Person Specification

Post Title: Technical Food & Safety Support Officer

Important Information for Applicants:

The criteria listed in this person specification are the requirements for the post. Where the method of assessment is stated to be the application form, your application needs to demonstrate clearly and concisely how you meet each of the criteria, even if other methods of assessment are also shown. **If you do not address these criteria fully, you may not be shortlisted. Please give specific examples wherever possible.**

Factors	Criteria	Means of Assessment		
		Application	Interview	Test
Qualifications	Essential - Good basic education to GCSE Grade 4 or above or the equivalent (including Maths & English) - Relevant administrative, regulatory or customer service qualification, or willingness to undertake.	✓	✓	
	Desirable - Level 2 or Level 3 qualification in Food Safety. - Qualification in Public Administration, Environmental Health, Regulatory Services, Customer Service or Public Health. - Microsoft Office Specialist, or equivalent IT qualification.	✓	✓	
Experience and Knowledge	Essential - Experience maintaining accurate records and processing information using electronic databases and information management systems. - Experience handling confidential and sensitive information in accordance with organisational procedures. - Experience responding to enquiries and providing advice or information to customers, businesses or stakeholders. - Experience managing and prioritising a varied workload, meeting deadlines and maintaining high levels of accuracy.	✓	✓	

	▪ Experience producing reports and analysing information to support service delivery and decision-making. ▪ Knowledge of administrative and record management processes. ▪ Good working knowledge of Microsoft Office applications, particularly Excel, Word, Outlook and Teams. ▪ Knowledge of data protection, confidentiality and information governance requirements.	✓	✓	
	Desirable ▪ Experience of working in a Local Authority administrative, regulatory, customer service, environmental health, licensing or similar public sector environment. ▪ Experience of using Salesforce or a similar local authority case management system. ▪ Experience maintaining regulatory records and supporting compliance or enforcement activities. ▪ Knowledge of local authority environmental health regulatory functions, particularly food law, workplace health and safety, and public health. ▪ Knowledge of procurement and financial administration procedures.	✓	✓	
Skills and Abilities	Essential ▪ Ability to work as part of a team ▪ Ability to operate on own initiative with minimal supervision ▪ Excellent written and oral communication skills ▪ High level of attention to detail and accuracy ▪ Competent user of IT, particularly Microsoft Office ▪ Proactive and committed to continued service and personal development ▪ Ability to adapt and proactively organise and prioritise work effectively in order to meet deadlines and maintain high standards at all times. ▪ Ability to demonstrate a professional and customer orientated approach	✓ ✓ ✓	✓ ✓ ✓ ✓ ✓ ✓ ✓	

	▪ Excellent interpersonal skills with the ability to operate and build excellent working relationships at all levels ▪ Ability to travel around the district in an effective and efficient manner.	✓	✓ ✓	
	Desirable ▪ Ability to support inspections, investigations and enforcement activities, including evidence handling and record management. ▪ Ability to adapt to changing legislation, regulatory requirements and service priorities. ▪ Ability to identify opportunities to improve efficiency, customer service, data quality and regulatory compliance. ▪ Ability to communicate technical or complex information clearly and accurately to a range of audiences.		✓ ✓ ✓ ✓	