Working at Broadland District Council and South Norfolk Council

Job Role: Technical Officer (Food & Safety)

Department: Regulatory

Directorate: Place

Purpose:

To contribute to the overall effective delivery of the Councils' food safety programme and support the wider regulatory work of the Food & Safety Team. To contribute towards ensuring that our regulatory services maintain high-performance standards, deliver good quality customer satisfaction and ensure our local businesses comply with their legal requirements.

Main duties and responsibilities:

- Inspect food business premises in accordance with the food safety inspection programme, together with involvement in topic-based inspections where appropriate, to ensure that legal standards of compliance are met.
- Undertake a range of food safety intervention and enforcement duties as appropriate, including food detention and seizure, service of hygiene improvement notices (where appropriate and subject to competency) and participation in any corresponding formal proceedings.
- Investigate food and hygiene-related complaints, infectious disease notifications and support Environmental Health Officers during investigations related to workplace health and safety complaints or reported incidents.
- Assist with the preparation of prosecution files and statements and attend court hearings as required.
- Carry out food and environmental sampling and support participation in UKHSA National Sampling Studies.
- Provide advice and guidance on food safety and other Environmental Health-related matters.
- Participate in Food & Safety Team special projects, as may be required.
- Liaise with other regulatory bodies, organisations or members of the public with regards to food hygiene and food safety matters.
- Ensure that the councils' obligations and responsibilities for public protection are effectively discharged, in relation to the support activities falling within the scope of the post.
- Deliver health and food hygiene promotional activities, providing professional advice and training to food businesses and community groups, when required.
- Over 60% of this role's time will be spent on external communication.

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Role specific qualifications, experience, skills and abilities

Criteria	Essential or Desirable	
Education and Qualifications		
A suitable qualification to satisfy the Food Law Code of Practice requirements e.g. Higher Certificate in Food Control awarded by the Environmental Health Registration Board (EHRB) or the Chartered Institute of Environmental Health (CIEH), or equivalent.	E	
Registered with the Chartered Institute of Environmental Health (CIEH) or the Royal Environmental Health Institute of Scotland (REHIS).		D
Experience and Knowledge		
Local authority experience of working in a customer focussed environment and undertaking a range of food hygiene and safety work, including the inspection of higher risk food establishments.	E	
Experience of giving advice and guidance on technical matters relating to food safety.	E	
Knowledge of current food safety legislation and issues, including initiating investigations and enforcement, where required.	E	
Ability to carry out investigations and take appropriate action, including the drafting of legal notices and enforcement proceedings.	E	
Awareness of other health and safety / environmental health regulatory matters.		D
Skills, Abilities and Competencies		
Ability to investigate and advise on food safety matters.	E	
Ability to communicate and negotiate with business proprietors, employee representatives, elected members and consultants to secure regulatory compliance.	E	
Good computer literacy skills and experience of using an environmental health data management system.	E	
Ability to travel to multiple sites during the course of duties.	E	

Our Values and Behaviours

All employees are expected to demonstrate the One Team's values and behaviours in their work. These behaviours are essential to the role and will be assessed throughout the recruitment process and during employment:

- *Be trustworthy and respectful*
- *Take ownership and be responsible*
- *Value difference and be kind*
- *Be customer focused and proactive*
- *Collaborate and celebrate with others*
- *Be flexible and embrace change*
- *Be innovative and entrepreneurial*
- *See the bigger picture*
- *Never stop learning*

July 2026