JOB DESCRIPTION

JOB TITLE:	**Environmental Health Officer**
SALARY:	**PO2 (SCP 31 – 34) £43,149 - £46,579 per annum**
DEPARTMENT:	**Environment Services & Sustainability**
RESPONSIBLE TO:	**Environmental Health Manager**
LOCATION OF POST:	**Mossley Mill, but post holder will be required to work across Antrim and Newtownabbey Council Borough**

MAIN PURPOSE OF JOB

To protect and promote the health and wellbeing of those who live in, work in, and visit the Borough and to contribute to their quality of life.

Be responsible to the Environmental Health Manager for the effective and efficient performance of a wide range of duties including:

(a) Enforcing all statutory provisions which fall within the remit of the Environmental Health Section.
(b) Supporting the Environmental Health Manager to achieve set objectives
(c) Identifying information needs within the businesses and residential community relating to Environmental Health matters
(d) Devising, planning and participating in training and information campaigns to promote awareness of legislative requirements and health issues.

PRINCIPAL RESPONSIBILITIES

1	To report to the Environmental Health Manager on evolving Environmental Health issues within the Borough.
2	To contribute to the improvement of the environment, health and wellbeing of the business and residential community by identifying and prioritising needs, devising, organising and participating in appropriate education and promotion programmes.
3	To inspect/audit and risk assess premises on a proactive and reactive basis across the full range of Environmental Health functions as required in accordance with relevant legislation, approved codes of practice or guidance, and performance targets within the Department.
4	Liaise and work collaboratively with other organisations to achieve Council's corporate objectives.
5	Investigate and resolve complaints across the full range of Environmental Health functions.
6	Make decisions and recommendations on the appropriate legal or non-statutory action to be taken in accordance with duties and authorisation assigned to the post holder, having regard to legal requirements, Codes of Practice and Council policies.

7	Prepare and personally serve statutory notices, prepare prosecution cases and act as, an expert witness and provide specialist opinion in court proceedings, public enquiries or other public meetings as required.
8	Assist and investigate in the departmental response to major incidents and emergencies such as, pollution incidents, food poisoning, infectious diseases, food hazard warnings, dangerous occurrences, workplace accidents, product recalls and customer complaints.
9	To liaise with government departments, companies and organisations to work collaboratively, co-ordinate Council's statutory responsibilities and to initiate partnerships locally and province wide to reflect corporate and governmental strategies.
10	Identify the educational needs of the community relevant to Environmental Health Services and devise, organise and participate in health education and promotion activities.
11	Contribute to the performance of the Environmental Health Section to ensure key performance indicators of the Section are achieved by keeping up to date with professional, technical and legislative developments.
12	Prepare reports and ensure accurate and up to date records are kept and maintained in accordance with Information Governance Procedures.
13	Contribute to the development of policies and written procedures and carry out duties in accordance with these to achieve continuous improvements in the quality of service.
14	Provide professional guidance to other Council departments, outside agencies and to the general public delivering a quality, customer and team focused Environmental Health Service.
15	Contribute to consultation responses to promote consistency of approach across Local Authorities in Northern Ireland.
16	Participate in external working groups as and when required.
17	Provide training and supervision of student Environmental Health Officer(s) to enable completion of the Chartered Institute of Environmental Health training requirements. In addition, assist with the training of recently qualified/newly appointed Environmental Health Officers.
18	Undertake such training, under the direction of the Environmental Health Manager, as required to fulfil the functions of the post and enhance the service delivery of the Department and undertake continuing professional development so as to maintain, improve and broaden knowledge and skills and develop personal qualities.
19	Responsible for planning and managing personal daily work demands to ensure all relevant agreed targets are achieved efficiently whilst delivering excellent customer service.
20	The post holder may have to undertake other duties outside normal working hours and be available to do so.
21	To be available from time to time to carry out duties outside of normal working pattern and in addition to basic contracted hours. Such additional hours will be remunerated in line with Council's approved policies at that time.

The principal responsibilities listed above are an indicator of the main aspects of the role as opposed to representing a definite list.

GENERAL RESPONSIBILITIES

1	Demonstrate a team approach to achieving the objectives of the Section through full flexibility in relation to tasks undertaken.
2	Provide a high level of internal and external customer service including taking ownership of customer queries and complaints and following issues through to completion.
3	Continuously develop personal knowledge and skills to enhance internal and external customer service.
4	Comply with, and ensure that other staff comply with, Council's policies and procedures including those relating to health, safety, wellbeing and safeguarding.
5	Promote equality and diversity across all service areas through clear leadership, effective policy implementation and demonstrating appropriate behaviours in line with Council values.
6	Carry out any other relevant duties which may be assigned including working in other sections of the Department and Council.
7	To be available to work flexibly in other services during emergencies.

The Council may retain a list of reserve candidates arising from this recruitment exercise for a period of 12 months.

EMPLOYEE SPECIFICATION

CATEGORY	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
QUALIFICATIONS	• Level 6 qualification (eg Degree level or higher) in Environmental Health, which entitles you to membership of the Chartered Institute of Environmental Health	• Additional relevant professional, technical and/or management qualifications.	Application form
EXPERIENCE	• A minimum of 6 months' relevant experience in Environmental Health	• 1 year's relevant post graduate experience	Application form / Interview process
KEY SKILLS & ABILITIES	• Skilled and persuasive communicator • Ability to exchange information orally and in writing, complicated or sensitive information with a wide range of audiences • Ability to achieve targets • Competent in the use of IT systems including Microsoft Office applications • Analytical and Judgemental skills required to interpret complex information and solve difficult problems		Assessment/ Interview process
SPECIAL KNOWLEDGE	• Knowledge and understanding of current Environmental Health legislation • Knowledge of the issues facing Local Government in Northern Ireland and the public's expectations of regulatory services		Assessment / Interview process
OTHER	• Full current driving licence or if disability prevents driving, access to a suitable form of transport to enable the duties of the post to be carried out in full.		Application Form

	• To be available from time to time to carry out duties outside of normal working pattern and in addition to basic contracted hours. Such additional hours will be remunerated in line with Council's approved policies at that time. • Please note due to the duties of the post requiring enforcement of legislation, a satisfactory Basic Disclosure Check will be required through Access NI.		

CORE COMPETENCIES

Customer Focus • Establishes the needs of customers and strives to ensure these are met • Builds partnerships for mutual benefit • Instils high customer service in others and drives team to think of customer impact • Challenges poor customer service or lack of awareness in others • Handles complaints positively – listens to the customer's concerns without defensiveness or self-justification, shows concern, takes steps to remedy and follow up	Essential	Assessment/ Interview
Service Excellence • Seeks to continually improve services and processes that impact on customers • Focuses on the achievement of objectives and plans ahead to ensure goals are achieved in terms of excellence in service delivery • Seeks out and uses customer feedback to ensure customer needs are met and exceeded • Instils service excellence in others and drives team to improve service	Essential	Assessment/ Interview
Teamwork • Establishes effective working relationships with people at all levels through communication, consultation and interpersonal skills • Demonstrates ability to quickly resolve conflict • Works collaboratively with other teams and agencies both internal and external to the Council • Adapts style and approach to achieve effective outcomes	Essential	Assessment/ Interview
Communicating with Impact • Demonstrates persuasive communication skills and confidence in conveying information internally and externally • Responds and behaves positively and demonstrates resilience in communication • Demonstrates effective communication skills, both orally and in writing • Actively listens and uses a variety of methods to convey messages clearly and succinctly	Essential	Assessment/ Interview
Collaborating in a Political Environment • Develops and manages effective networks by establishing common ground • (Managers) Demonstrates an understanding of political factors at Council, regional, national and where appropriate, international level in developing strategies • Understands which issues are likely to be sensitive and the background political interests and agenda	Essential	Assessment/ Interview
Leadership • Personally contributes to the Council's vision and goals • Displays drive, determination and perseverance in achieving high quality results • Develops a positive working environment, motivates and builds effective teams which achieve results whilst encouraging and supporting individuals • Positively influences people and events	Essential	Assessment/ Interview
Problem Solving & Decision Making • Gathers information from a range of sources • Analyses information to identify problems and issues • Makes effective decisions and recommendations based on resolution agreement • Plans structures and priorities work to achieve optimum results	Essential	Assessment/ Interview