

<b>Role Title</b>	<b>Environmental Health Enforcement Officer</b>
<b>Job Family</b>	<b>Neighbourhoods</b>
<b>Pay Range / Scale</b>	<b>PO1 - PO3</b>
<b>Purpose</b>	
<p>To undertake the Council's statutory functions in relation to the enforcement of Environmental Health in a given field/area including ensuring compliance with codes of practice, guidance and legislation.</p> <p>As a front-line field officer, to play an active and proactive role in the practical delivery of the Directorate's commercialisation programme and the generation of income, a major corporate priority. To constantly look to identify and develop innovative commercial opportunities and interventions as an integral part of day to day contact with residents, businesses and other service areas</p>	
<i>Generic Accountabilities</i>	<i>End Results/ Outcomes</i>
Plan, organise and deliver own work to support the delivery of the regulatory / statutory / legal service and ensure completion of tasks within required standards and timescales.	<p>Work is completed on time and to the quality and standards required.</p> <p>Changes to priorities are accommodated.</p>
Investigate compliance / legal issues within area of responsibility. Including where required more complex / serious issues within specific area of specialisation.	<p>Tests / inspections / reviews / interviews / audits are undertaken according to procedure.</p> <p>The required data / evidence is clearly defined and obtained.</p> <p>Record details and assess against relevant regulations / legislation / compliance procedures.</p> <p>Non-compliance / legal issues are identified.</p>
Preparation of notices, orders, reports, recordings, specifications and drawings, works and estimates in standard formats as required.	<p>All documentation / information is produced to the required standards and timescales.</p> <p>Issues are clearly summarised, progress, implications and outcomes are reported.</p> <p>Customers, colleagues, stakeholders are kept informed of progress / outcomes.</p> <p>Authorised documents are issued according to procedures.</p>
Provide advice and information to customers and stakeholders. Where	Information, advice and support are accurate, timely and constructive.

appropriate challenge existing practices.	<p>Appropriate action is taken to resolve the issue or escalate / report it as appropriate.</p> <p>Where appropriate, customers are supported in achieving compliance and improving practice.</p>
Represent the council at inquiries / court / tribunal to present evidence.	<p>Evidence/witness statement is prepared and presented accurately.</p> <p>Arrange witness attendance at Court hearings and public inquiries</p>
Assist with the promotion and distribution of information / materials to customers / stakeholders.	Information is appropriately distributed.
Ensure all financial transactions are processed and reconciled correctly, money /payments are kept securely and receipts are issued as required.	<p>Correct financial procedures observed.</p> <p>Receipts are issued / Revenues are delivered.</p>
Conduct training for staff and official visitors on the function of the service.	
Carry out all duties and responsibilities with reasonable care for the health and safety of self and others and report any potential hazards or unsafe practices to line manager.	Work is carried out in a way that is safe and without risks to health.
Act in accordance with all policies and procedures which apply to the job and understand the reasons for this.	All policies and procedures are complied with.
Out of hours working	Out of hours' work, including site visits/inspections and attendance at committee and other meetings as necessary is undertaken
<i>Job Specific Accountabilities: PO1</i>	
B.Sc. or equivalent qualification in Environmental Health or competency relevant to Environmental Health assessments/enforcement in work area	
Ensure that commerciality is fully integrated into day to day role as a front-line field officer as part of the overall Redefining Waltham Forest programme. Use all opportunities to identify potential sources of income for both the specific service and wider Council services to fully exploit commercial opportunities and maximise generated income.	Commercial opportunities are maximised and that income generation is maximised. Commerciality is fully embraced and is integral to all working practices

<p>Authorised officer for the undertaking of the Council's statutory functions in relation to work area and associated legislation</p>	<p>Work is carried out in compliance with the requirements of the relevant officer authorisations/service policies/ procedures</p>
<p>To be competent in Environmental Health assessments/enforcement actions</p>	<p>Inspections/assessments are carried out to a professional standard  Cases are progressed in a timely manner and in compliance with the requirements of the relevant officer authorisations/service policies/ procedures  Necessary reports, complex notices and witness statements are prepared. Officer attends Court/Tribunal as necessary to obtain warrants and to give evidence in prosecution cases as expert witness.  Provides comments in relation to planning applications and complex licensing applications.</p>
<p><i>Job Specific Accountabilities: PO2</i></p>	
<p>Environmental Health Officer with minimum of 3 years' post-qualification experience in relevant field[s] of Environmental Health or Fully qualified Environmental Health Officer [as described below]:</p>	
<p>Ensure that commerciality is fully integrated into day to day role as a front-line field officer as part of the overall Redefining Waltham Forest programme. Use all opportunities to identify potential sources of income for both the specific service and wider Council services to fully exploit commercial opportunities and maximise generated income.</p>	<p>Commercial opportunities are maximised and that income generation is maximised.  Commerciality is fully embraced and is integral to all working practices</p>
<p>Authorised officer for the undertaking of the Council's statutory functions in relation to work area and associated legislation</p>	<p>Work is carried out in compliance with the requirements of the relevant officer authorisations/service policies/ procedures</p>
<p>To be fully competent and have experience in regulatory and enforcement activities</p>	<p>Inspections/assessments are carried out to a professional standard  Cases are progressed in a timely manner and in compliance with the requirements of the relevant officer authorisations/service policies/ procedures  Necessary reports, complex notices and witness statements are prepared. Officer attends Court/Tribunal as necessary to obtain warrants and to give evidence in prosecution cases as expert witness.</p>

	Provides comments in relation to planning applications and complex licensing applications.
<i>Job Specific Accountabilities: PO3</i>	
<p>Fully qualified Environmental Health Officer with a minimum of 3 years' post qualification experience in relevant field[s] of Environmental Health. To be 'fully qualified', must hold</p> <ul style="list-style-type: none"> <li>• Certificate of Registration of the Environmental Health Registration Board (EHORB); or</li> <li>• Diploma in Environmental Health (or its antecedents) awarded by EHRB or the Royal Environmental Health Institute of Scotland (REHIS)</li> </ul> <p>To act as lead officer on a designated policy area</p>	
Ensure that commerciality is fully integrated into day to day role as a front-line field officer as part of the overall Redefining Waltham Forest programme. Use all opportunities to identify potential sources of income for both the specific service and wider Council services to fully exploit commercial opportunities and maximise generated income.	Commercial opportunities are maximised and that income generation is maximised. Commerciality is fully embraced and is integral to all working practices
Authorised officer for the undertaking of the Council's statutory functions in relation to work area and associated legislation	Work is carried out in compliance with the requirements of the relevant officer authorisations/service policies/ procedures
To be fully competent and have experience in regulatory and enforcement activities	<p>Inspections/assessments are carried out to a professional standard</p> <p>Cases are progressed in a timely manner and in compliance with the requirements of the relevant officer authorisations/service policies/ procedures</p> <p>Necessary reports, complex notices and witness statements are prepared. Officer attends Court/Tribunal as necessary to obtain warrants and to give evidence in prosecution cases as expert witness.</p> <p>Provides comments in relation to planning applications and complex licensing applications.</p> <p>Provides support/guidance to colleagues as necessary</p> <p>To provide expert advice and guidance to management in a designated area of Regulatory Services.</p> <p>To act as the lead officer in the designated</p>

	area.
<b>Nature of Contacts</b>	
<p>Customers and / or members of the public: to represent the service, give specialist advice and provide support. Respond to escalated and complex enquiries. Elicit and explain a range of information.</p> <p>May have to appear in court / inquiries to present evidence. Contact with solicitors / court officials when presenting evidence.</p> <p>Deal with people at all levels confidently, sensitively and diplomatically.</p>	
<b>Procedural Context</b>	
<p>Work within regulatory guidelines and relevant legal framework. Agree objectives and standards to meet, within service plan. Monitor and evaluate work, ensuring all parties are informed of progress.</p> <p>Plan and organise work and priorities, co-ordinating with others (internal or external delivery partners) to ensure that timescales and targets are achieved. Operate under general direction with senior colleagues /managers available for advice guidance in complex situations if required.</p> <p>Deliver a front-line service function in line with the Redefining Waltham Forest programme, the Council's major transformation programme, such that income is maximised and necessary revenue savings are achieved.</p> <p>Provide support to clients and colleagues through applying knowledge of systems, procedures and best practice. Identify issues and recommend solutions. Make decisions on how regulations should be applied.</p>	
<b>Resourcing</b>	
<p>Budget Responsibilities: <b>£Nil</b></p> <p>Supervisory Responsibilities: None</p>	

<b>Knowledge, Skills and Experience</b>
<ol style="list-style-type: none"> <li>1. Experience in a range of technical activities relating to the work of the team</li> <li>2. Experience in enforcing legislation</li> <li>3. Experience in giving advice to members of the public, colleagues and external organisations</li> <li>4. Experience of working in and with a multi- agency enforcement to achieve compliance across a range of service areas e.g. Tasking/action days</li> <li>5. Experience of investigating all types of complaints within designated work area.</li> <li>6. Experience of communicating effectively with members of the public and colleagues, both</li> </ol>

in writing and orally

7. Experience of producing detailed reports
8. Experience of working independently and on own initiative to meet deadlines
9. Experience of organising work and maintain satisfactory work records
10. Experience of working in a team environment
11. Ability to work across a range of Regulatory Services functions
12. Ability to travel within the Borough in the course of duties
13. Ability to research information and implement change

#### **Indicative Qualifications**

See career grade scheme above.

The above profile is intended to describe the general nature and level of work performed by employees in this role. It is not intended to be a detailed list of all duties and responsibilities which may be required. This role profile will be supplemented and further defined by annual objectives, which will be developed in conjunction with the post holder. It will be subject to regular review and the Council reserves the right to amend or add to the accountabilities listed.