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| **Post title:** | Technical Officer |
| **Grade:** | I |
| **Responsible to:** | Divisional Officer Environmental Protection orSenior Environmental Health Officer orDivisional Officer Food and Safety |
| **Staff managed:** | None |
| **Directorate:** | Environment |
| **Service:** | Regulatory Services, Registration, Bereavement and Coroners Service  |
| **Job family:** | P&T - Professional & Technical  |
| **Date of issue:** | May 2023 |

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| Job context |
| * Regulatory Services includes the Councils’ Environmental Health Services, and some Trading Standards functions, and its purpose is to protect and enhance the health, safety and wellbeing of residents and visitors to the County and to protect the interests of legitimate businesses. This is achieved by providing advice and guidance and where necessary by enforcing relevant legislation to deliver the Councils statutory and non-statutory functions of Regulatory Services.
* The core work and objectives of Regulatory Services includes:
* Protecting the health, safety and wellbeing of the County’s residents, businesses, and visitors.
* Providing high-quality support and advice to County’s residents and businesses.
* Ensure that food manufactured, prepared, exported, imported, and offered for sale in the County complies with hygiene, safety and standards and requirements by working with the food industry and where necessary taking enforcement action. This is achieved by carrying out a range of interventions including advice and education, inspection/audit of food businesses using a risk-based system, investigating complaints about food and the hygiene of food premises, sampling of food for local, regional or national initiatives/surveillance, and in response to complaints and to support investigations, issuing export certificates and other attestations to enable business to export their products outside the UK and where appropriate carrying out controls on imported foodstuffs; responding to reports from the Food Standards Agency and other local authorities regarding foodstuffs that fail to comply with food law, investigating food fraud and other criminality linked to food.
* Protecting the health of communities by investigating cases/suspected cases and outbreaks of food poisoning and food borne disease and other diseases such as Legionellosis.
* Protecting the health, safety, and welfare of workers and those affected by the activities of business by enforcing workplace health and safety legislation and investigating workplace accidents and fatalities in relevant businesses.
* Regulating prescribed industrial processes through a permitting regime to ensure that emissions to air, water and land are minimised and in accordance with required standards.
* Protecting the health of private water supply users by ensuring that the water meets the required safety parameters and supplies are suitably maintained.
* Monitoring the air quality in the County including working with other departments such as Licensing and Highways to gain improvements and where exceedances in pollution standards are identified declaring and then managing Air Quality Management Areas.
* Ensuring that land in the County does not present an unacceptable risk to human health, controlled waters, ecological systems, crops, livestock, buildings, and property by identifying and dealing with the Contaminated Land in accordance with the regime a set out in Part 2A of the Environmental Protection Act 1990.
* Responding to Planning and Licensing consultations to minimise the impact upon the environment and residential amenity and ensuring the fulfilment of Licensing Objectives under the Licensing Act 2003 for prevention of public nuisance.
* Investigating and determining statutory nuisances and when required taking enforcement action to abate the nuisance.
* Working in partnership with key statutory agencies such as the Food Standards Agency, the Food Crime Unit, the Health and Safety Executive, the Drinking Water Inspectorate, the Environment Agency, the UK Health Security Agency, the Animal Plant and Health Agency and the Department for the Environment, Food Farming and Rural Affairs. This includes working to framework agreements, statutory codes of practice and the provision of statutory prescribed performance returns, and the production of policies and procedures.
* Entering Primary Authority Partnerships with business to provide assured advice, coordinate enforcement action and where requested, develop inspection plans that other local authorities are obliged to adhere to. Fees are charged for this service.
* Investigating complaints about drainage issues and where appropriate taking enforcement action to rectify identified defects.
* Inspecting and registering premises and practitioners undertaking skin piercing treatments (tattooing, semi-permanent skin colouring, cosmetic piercing, electrolysis, acupuncture) to ensure activities are carried out in accordance with local byelaws to reduce the risk of transmission of blood-borne virus infections such as HIV, Hepatitis B and Hepatitis C.
* Arranging public health funerals when the body of any person who has died/been found dead within the County where it appears that suitable arrangements for the disposal of the body have not been made. This includes making a search of the deceased’s property and investigating their personal circumstances.
* Attending exhumations of full body burials or cremated remains to ensure that respect for the deceased person is maintained and public health, and health and safety requirements are observed and protected.
* Investigating reports of filthy and/or verminous premises and taking enforcement action where appropriate to clear premises and properties that are infested by vermin, such as rats, mice, insects, or parasites, or in such a filthy or unwholesome condition as to be prejudicial to health.
* Inspecting and licensing of caravan and camp sites to ensure that the health, safety and welfare of residents and users are protected.
* Protecting public health by enforcing where appropriate smoke free legislation in enclosed areas of workplaces and public buildings.
* Protecting the health and safety of residents by enforcing the minimum age limit for using sunbeds in commercial settings.
* Protecting business interests by the enforcement of Sunday trading opening hours and the opening of large retail stores on Christmas Day.
* Working with Public Health to deliver the Healthier Choices for a Healthier You project, promoting foods low in sugar, salt and fat whilst working with key partners and community groups to improve the nutritional composition of food produced and sold across the County.
* The post holder reports to the Divisional Officer Environmental Protection, or a Senior Environmental Health Officer or the Divisional Officer Food and Safety and is responsible for undertaking statutory duties and responsibilities commensurate with the relevant work area and in accordance with prescribed and assessed competencies.
* The post holder will be required to support the efficient implementation and continuing development of the service, to agreed objectives and to undertake other duties of a comparable nature and responsibility as required by the Divisional Officer Environmental Protection or the Divisional Officer Food and Safety
* This role involves spoken communications, so a confident use of English language is required.
* The postholder will be expected, when necessary to carry out any duties relevant to the post and its grade as designated by the Divisional Officer Environmental Protection or the Divisional Officer Food and Safety, including planned and unplanned work outside normal working hours including evenings, weekends, and bank holidays.
* Working as part of a team the postholder’s duties involve outdoor work throughout the year at a variety of locations in response to any operational requirements arising through the course of any investigation and proactive work.
* The postholder will be required to confront potential/offenders in potentially dangerous situations and must always follow safe working practices, not only with respect to colleagues but also having regard for the safety of others including members of the public.
* The postholder will also be required to carry out complex investigations and such work will necessitate the postholder working long unsociable hours often with early starts and late finishes.
* The postholder must positively manage challenging people and/or situations that arise during the postholders duties.
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| **Job Purpose:** | **The Technical Officer will support the development and operational delivery of Regulatory Services.** |

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| Operational management: | * Delivering a range of services within a framework of legislation, statutory instruments, codes of practice, policies and guidance and good professional practice, including inspections, surveys, visits, investigations, taking samples food, water, and the environment, monitoring standards, investigating complaints and service requests, gathering evidence, and maintaining the chain of evidence, carrying out interviews/under caution, taking statements and determining and taking appropriate action.
* Assisting Environmental Health Officers, Scientific Officers Trading Standards Officers and other officers as appropriate when devising and developing solutions to a wide range of environmental health problems. Some solutions are established techniques; however, many require adaptions and creativity to provide an acceptable solution.
* Scrutinising and assessing statutory applications, notifications, consultations, schemes, licences, registrations and making executive decisions in accordance with delegated powers.
* Obtaining and considering all available evidence and best practice advice; undertaking consistent, proportionate, targeted, accountable, and transparent enforcement action to resolve identified non-compliances. This may include the preparation and service of statutory or fixed penalty notices, and other legal documents.
* Collating evidence and assisting with the preparation of cases for legal proceedings under the guidance of the Environmental Health Officers, Scientific Officers, and Trading Standards Officers. Appear and give expert evidence at Court, Tribunal, or other statutory Hearing.
* Providing accurate and timely information through the analysis of service and other information and the preparation of reports to facilitate evidence-based decision making.
* Providing appropriate advice, guidance, and interpretation of relevant legislation in line with the professional service of the post, as required.
* Ensuring service requests are dealt with on a risk basis and in accordance with service and statutory timescales.
* Undertake informal or formal enforcement measures to ensure compliance with statutory requirements or conditions.
* To prepare and serve legal notices in accordance with the Council’s Enforcement Policy.
* Support the development of trainee/apprentice Environmental Health Officers, Scientific Officers, and Trading Standards Officers and other students to gain where appropriate professional qualifications.
* Attend training courses as directed by senior management relating to the post to develop knowledge and skills to gain expertise for the role.
* Expected to exercise a high level of initiative, creativity, and judgement in carrying out their duties within broad guidelines and within the Authority’s policies, procedures, Standing Orders, and legislation.
* Managing and maintaining public registers.
* Maintaining high standards of knowledge, competency and skills within areas required by participating in personal learning and development where necessary or required.
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| Resource management: | * Assisting the Divisional Officer Environmental Protection, and/or the Divisional Officer Scientific, and/or the Divisional Officer Food and Safety to identify opportunities for commissioning Regulatory services and procuring suitable arrangements and service level agreements to deliver business objectives and best value.
* To support with resources, budgets, and performance to meet business plan targets and corporate strategies, as appropriate.
* Participate in the overall provision of services by contributing to the various communication and ICT systems within the Council; and ensure that accurate records are maintained compliant with legal standards including the submission of statutory returns to the relevant Government agencies; responding to requests for information held by the Service and providing performance management information where appropriate.
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| Partnerships: | * The post holder will be required to form and build strong and collaborative partnerships.
* Liaise with external agencies and other organisations on environmental health issues, notably, the Health and Safety Executive (HSE), Food Standards Agency (FSA), UK Health Security Agency (UK HAS), Environment Agency (EA), Police, Fire and Rescue Services, Department for Food and Rural Affairs (DEFRA), Drinking Water Inspectorate (DWI), Yorkshire Water, North Yorkshire Moors National Parks, Yorkshire Dales National Parks, Animal Plant and Health Agency (APHA) and HMRC and where required undertake joint and coordinated action with these agencies.
* Represent and act on behalf of the Council in legal matters when acting as a witness within Magistrates’ Court, Crown Court, and Coroners’ Court.
* Regular contact with a variety of service users, not all of whom welcome the intervention of an enforcement agency and can be confrontational and difficult. Be able to de-escalate and manage challenging situations as necessary. Customers can range from individual residents, businesses and traders operating in North Yorkshire, representatives of businesses established nationally or regionally whose activities affect people living in, working in or visiting North Yorkshire.
* Assist in fostering positive relationships with local agencies, businesses, and partners, representing the Council at regular meetings and responding to various consultations. Ensuring specific cultural sensitivities and customs are respected during visits and develop sound working relationships with business operators.
* Assist in maintaining links with statutory agencies to inform them of organisational and legislative changes and provide information and advice as appropriate to ensure they can meet their legislative requirements.
* Attend multi-agency meetings to share confidential information appropriately and work effectively with partner agencies to protect vulnerable people in the community and manage environmental health issues related to these and operating in accordance with safeguarding protocols.
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| Strategic management: | * Assist Environmental Health Officers, Scientific Officers and Trading Standards Officers in the development and formulation of strategy, policy and procedures in relation to their area of responsibility.
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| Communications: | * Providing high quality, sound, timely and accurate professional advice, guidance and information about any work matter, to customers and colleagues, in a format that is understandable and appropriate.
* Engage, through oral and written communication with members of the public, business representatives, Council Officers, representatives of other local authorities, representatives of other public bodies, legal representatives, Government Agencies, and the press.
* Carry out effective liaison with elected members, senior managers, partners, and the public relating to the provision of complex advice and enforcement activity.
* Changing community and individual behaviour to resolve any poor, unsustainable, unhealthy, unsafe or unscrupulous practice, using excellent communication, negotiation, mediation, persuasion, advice and guidance.
* To attend meetings, working groups, committees etc. within the Council and with relevant outside organisations to represent the Council as appropriate.
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| Systems and information: | * Assist with the management and development of ICT and data systems to ensure effective delivery.
* To prepare and maintain accurate written and computer records. Initiate and respond to correspondence received and initiate correspondence relating to duties carried out.
* Ensuring that information is recorded and stored electronically in a form that relevant information can be quickly and accurately extracted to enable statutory returns to be completed and submitted to relevant agencies and organisations, for example, DEFRA, EA, DWI and HMRC.
* Preparation of case files for Court that includes the highest standards of evidence handling with evidential integrity of information contained.
* Preparing, interpreting, and presenting literate, numerate, accurate, understandable, and timely reports, documents, spread sheets, data analysis and feedback. Properly handling evidence, records, and data to ensure that confidentiality, evidence integrity, data protection and freedom of information requirements are observed.
* Assist in the development and use of database systems used by the service including the dedicated software packages.
* Carry out duties with full regard to the Council’s Information Governance/Data Protection principles.
* Working with confidential and sensitive information daily and ensuring that information is appropriately stored, used, shared, and retained in accordance with GDPR and information sharing agreements.
* Ability to operate complex and sophisticated instrumentation, for example, noise monitoring and recording equipment, air quality monitoring equipment and possess the necessary IT skills to capture, store, analyse and display data.
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| Safeguarding: | * Be aware of and follow the Council’s safeguarding policy for the protection of vulnerable children and adults.
* Carry out duties with full regard to the Council’s Equal Opportunities Policy.
* Carry out duties in accordance with health and safety legislation and the Council’s health and safety policy by following safe systems of work and the application of established health and safety procedures.
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| Person Specification: |  |
| Essential | **Desirable** |
| Knowledge and Experience* Wide range of very technical and specialist knowledge of current environmental health legislation and practice and of the relationship with other public agencies.
* Knowledge and commitment to quality customer focussed services and the benefits that flow from a corporate approach to service delivery and organisational growth.
* Experience of managing conflict and complaints informally and formally, using any lessons learned to drive forward organisational change and improvement.
* Experience of recording, collation, and reporting systems.
* Experience of producing and presenting clear and concise letters, reports, and schedules.
 | * Knowledge of local authority practices and procedures
* Knowledge and experience of court proceedings including the preparation of statements and casefiles.
* Experience in the use of relevant software.
* Knowledge of statutory guidance, enforcement policies and procedures related to the environmental protection function including the Police and Criminal Evidence Act.
* Experience of working within Environmental Health.
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| Occupational Skills* Investigative, analytical, and interpretative skills to comprehend and enforce the requirements of legislation and guidance.
* Ability to use expert regulatory services opinion to provide practical and innovative solutions to complex legal or service delivery issues.
* Communication skills able to communicate effectively in a variety of formats at all levels.
* Ability to seek, evaluate and organise information to aid decision making.
* Ability to build, maintain and influence working relationships with key stakeholders and partners.
* Ability to make fast paced decisions based upon evidence presented within an ever-changing environment.
* Ability to work under pressure and a flexible approach to changing work patterns.
* Ability to operate complex and sophisticated instrumentation, for example, noise monitoring and recording equipment, air quality monitoring equipment and possess the necessary IT skills to capture, store, analyse and display data.
* Understanding of the political context and the ability to operate sensitively and efficiently within a political environment.
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| Behaviours [link](https://www.northyorks.gov.uk/your-council/our-role-structure-and-objectives#accordion-content-0-0) |  |
| Professional Qualifications* A minimum of five GCSEs Grade A to C including English language and mathematics (or equivalent) and at least two A levels grades A to E or equivalent or completion of a further education qualification.
 | * Degree / Level 6 qualification in a subject area relevant to Environmental Health.
* Professional qualification in a relevant Environmental Health field, for example, the Higher Certificate in Food Control.
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| Other Requirements* Ability to travel across the county and other locations.
* Perform duties as required, outside normal working hours, to meet the demands of the service including participation in the out of hours’ emergency response service and civil emergencies.
* Ability to work to a high standard of customer care.
* Manage a complex workload.
* Driving Licence.
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| Career progression: |
| * At NYC we value our employees, and as part of this we can provide wider opportunities to progress in your career. Through discussion with your manager identify areas of interest and consider avenues to progress to them, e.g. apprenticeships and work shadowing/coaching.
* As a large council we have a range of roles, across our services, and can provide a wealth of career and development opportunities to help our employees find fulfilling career development opportunities.
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| Indicative Structure |
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| Indicative Structure |
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NB – Assessment criteria for recruitment will be notified separately.
Optional - Statement for recruitment purposes: You should use this information to make the best of your application by identifying some specific pieces of work you may have undertaken in any of these areas. You will be tested in some or all of the skill specific areas over the course of the selection process.