



## **JOB DESCRIPTION**

**POST: Environmental Health Officer (Under-graduate)  
(Levy Funded degree opportunity – 4-year fixed term)**

**DEPARTMENT: Public Protection**

**REPORTING TO: Corporate Manager – Public Protection and Assistant Manager,  
Environmental Protection**

**RESPONSIBLE FOR: N/A**

**GRADE: 4**

## **MAIN JOB PURPOSE:**

The role will help deliver a high-quality Public Protection Service across Babergh and Mid-Suffolk Councils working hard to protect the public.

To investigate and enforce a range of legislation across Public Protection, with a particular focus initially in Environmental Protection.

Ensuring a high standard of service delivery, dealing with investigations, and supporting the teams.

The (apprenticeship) levy funded development opportunity will mean the post holder will have access to a degree qualification in Environmental Health Practitioner BSc (Hons) with the expectation that the post holder will complete the qualification as part of a package of support to enable them to effectively, meet the anticipated deliverables and competencies set out for this role. Appropriate time to study and attend University will be built into the work programme whilst training in the role.

<https://www.ucw.ac.uk/courses/environmental-health-practitioner-degree-apprenticeship/>

## **DUTIES AND RESPONSIBILITIES:**

1. To work closely with colleagues across the organisation and support the teams in Public Protection and other Services.
2. To provide informed professional advice to customers (both internal and external) who contact the Councils on a range of environmental health matters in summary: environmental protection, food and health & safety, licensing, and housing.
3. Work in line with established service standards and the customer service standards.

4. To communicate and collaborate effectively and answer enquiries over the phone, e-mail, chat, social media, and face to face proactively, resolving at the first point of contact.
5. Inspect and audit premises, identifying hazards, assess risks to human health and communicate solutions on a range of environmental health and licensing matters.
6. Obtain and analyse scientific data and interpret results in accordance with relevant standards to determine corrective action
7. Delivering our service across both Districts, investigate cases and support the wider team with their work and demands.
8. To update case management systems as required.
9. Act as an advocate for promoting, safe-guarding, and improving the health, safety and wellbeing of the public.

### **Additional information**

- a) Does this job require a DBS check? No
- b) This job will participate in planning for emergencies in terms of response to or maintaining business continuity during an emergency. The jobholder will participate in training, exercises, response, recovery, or other activities to support the councils' statutory duties in relation to emergencies under the Civil Contingencies Act (2004). It is expected that when requested to do so the jobholder will temporarily but immediately cease their normal role to support the emergency planning or response activity. Yes
- c) The post is designated as being politically restricted in accordance with the term of the Local Government Housing Act 1989 and subsequent amendments. The effect of this is to prevent the postholder from having any active political role either in or outside the workplace, and automatically disqualifying them from standing for or holding elected office. No

*This is not a comprehensive definition of the post. Postholders are expected to undertake any work that comes with the remit of the post's main objective. This job description will be kept under review and may be changed at any time subject to consultation with the postholder.*

## PERSON SPECIFICATION

The Person Specification focuses on the knowledge, skills, experience, and qualifications required to undertake the role effectively.

<b>REQUIREMENTS</b> The postholder must be able to demonstrate:	<b>MEASURED BY:</b> An Application forms I Interview T/P Test/Presentation
<b>EDUCATION/TRAINING</b> <i>(Academic, vocational/professional, and other training)</i>	
<ul style="list-style-type: none"> <li>• Three A levels at grade C or above or equivalent qualification. Minimum 80 UCAS points (or equivalent).</li> <li>• Applications with relevant experience in a technical role within Environmental Health will also be considered but would be subject to agreement with the university/college.</li> </ul>	<p style="text-align: center;">A</p> <p style="text-align: center;">A</p>
<b>KNOWLEDGE &amp; EXPERIENCE</b> <i>(e.g., report writing, office experience, Microsoft office)</i>	
<ul style="list-style-type: none"> <li>a) To effectively use time management skills to manage workload and prioritise responses based on urgency and risk. Ability to organise own workload.</li> <li>b) Ability to interpretate and evaluate information to decide on best course of action.</li> <li>c) Develop a broader awareness of other Council business to correctly signpost customers.</li> <li>d) To develop knowledge and become proficient in areas of Public Protection and Housing.</li> <li>e) Knowledge of and competence in Microsoft Office and Excel essential. Desirable but not essential experience with Northgate 'Assure' Case Management System.</li> <li>f) Good communication skills both verbally and in writing.</li> <li>g) Accuracy when inputting data.</li> <li>h) Ability to take notes and record action points.</li> <li>i) An understanding of the nature and scope of public protection work including its contribution to protecting public health and safety.</li> <li>j) Ability to build and maintain relationships and to work as part of a team.</li> <li>k) Capable of learning to work in environments that may be offensive to the senses (e.g., noisy, sewage and other offensive odours, filthy and verminous houses, dirty kitchens).</li> </ul>	<p style="text-align: center;">A/I</p> <p style="text-align: center;">A/I</p> <p style="text-align: center;">A/I</p> <p style="text-align: center;">A/I</p> <p style="text-align: center;">A/I</p> <p style="text-align: center;">A/I</p> <p style="text-align: center;">A/I</p> <p style="text-align: center;">A/I</p> <p style="text-align: center;">A/I</p> <p style="text-align: center;">A/I</p> <p style="text-align: center;">A/I</p>

<p>l) Capable of learning to deal with situations that may at times be emotionally challenging (e.g., engaging with people suffering with physical and mental health conditions, people living in deprivation and poor housing conditions, uncooperative and potentially aggressive behaviour from members of the public).</p> <p>m) Ability to travel independently in a vehicle around the Council's rural areas to visits on District.</p>	<p>A/I</p> <p>A</p>
<p><b>SKILLS/ATTRIBUTES</b> (e.g., communication, interpersonal, decision-making, problem-solving, team player, reliable)</p>	
<p>a) Confidence to ask for help and support. Good team player.</p> <p>b) Has a flexible approach to work, being prepared to help in emergencies or with difficult tasks.</p> <p>c) Ability to work independently at times.</p> <p>d) Enthusiastic to learn new skills and desire to progress.</p> <p>e) Has a passion for continuous improvement.</p> <p>f) Detail conscious and appreciates the legal consequences and reputational risks associated with regulatory work</p> <p>g) Ability to understand theoretical concepts and put these into practice within the work setting.</p> <p>h) Innovative thinking and open to change to improve service delivery.</p>	<p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p>
<p><b>COMMITMENT TO THE COUNCILS' VALUES</b></p>	
<p>Empowering, valuing, and developing our people</p> <p>Valuing our customers</p> <p>Being open and honest</p> <p>Taking ownership</p> <p>Being ambitious</p>	<p>I/TP</p> <p>I/TP</p> <p>I/TP</p> <p>I/TP</p> <p>I/TP</p>
<p><b>EQUALITY AND DIVERSITY</b></p>	
<p>Considers and shows respect for the opinions, circumstances and feelings of colleagues and members of the public, no matter what their position, background, circumstances, status, appearance and whether they are one of the protected characteristics covered by the Equality Act 2010 (Age, Disability, Gender Reassignment, Marriage and Civil Partnership, Pregnancy and Maternity, Race, Religion or Belief, Sex or Sexual Orientation).</p>	<p>A/I</p>

**Special Requirements**

Full valid driving licence with access to own vehicle due to rural location of sites.

Some occasional out of hours working will be required, including late night visits.

\*Please note that passing the qualification is a condition of your ongoing employment and progression to an EHO.

**Our Values**  
...we believe in

OUR CUSTOMERS    BEING AMBITIOUS    TAKING OWNERSHIP    BEING OPEN and HONEST    OUR PEOPLE



<p>We empower, value and develop our people to work together as one dynamic and efficient team.</p>	<p>We care about delivering high quality, customer-focused outcomes with our communities and partners.</p>	<p>We are open, transparent and truthful.</p>	<p>We take pride in our work and take responsibility for our actions.</p>	<p>We are ambitious, inspiring our communities, taking pride in our places and striving for excellence.</p>
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