



JOB DESCRIPTION

POST: **Food and Safety Technical Officer**

DEPARTMENT: **Public Protection**

REPORTING TO: **Corporate Managers – Food and Safety**

RESPONSIBLE FOR: **No Reports**

Grade: **5 (NJE)**

MAIN JOB PURPOSE:

- To deliver technical services and activities relating to the Food and Safety service to businesses and the public
- Assist and support the professional staff of the Food and Safety team.
- Provide a focus for citizen and business contact for the services, often as the first point of contact within the Food and Safety team, resolving complaints and enquiries and providing advice and signposting.
- Be responsible for the accurate and timely input of data onto the services' IT systems.
- Carry out technical support and administrative services for the Food and Safety service.
- Support cross-disciplinary and cross-service work in accordance with the organisations' strategic priorities.
- On occasion, provide cover for the equivalent post(s) in the Environmental Protection team.

DUTIES AND RESPONSIBILITIES:

- Provide a pro-active and proportionate risk aware approach to all aspects of technical and administrative support within the Food and Safety service.
- Carry out and be responsible for a range of technical and administrative duties in support of the Food and Safety regulatory service area, both in and out of the office.
- Collect samples and information from premises and households, assist with food poisoning and private water supply investigations.
- Carry out healthier catering award assessments of retail food businesses.
- Carry out audit assessments of low risk food businesses.
- Contribute to and support promotional and campaign activities and work with other relevant bodies to promote the health and wellbeing of the communities of Babergh and Mid Suffolk.

- Maintain and update computer-based and paper records including complex spreadsheets and produce reports from the data.
- Research premises histories, prepare a variety of documents and letters, deal with incoming correspondence, and data storage and recording.
- Process requisitions, invoices and payments for supplies and services, maintain equipment, stocks of consumables and work out low cost ways of replacing consumables for ongoing projects.
- Organise meetings, training events, seminars and workshops both internally and externally to the two councils, taking notes at meetings to provide an accurate record.
- Take responsibility for the accuracy of recorded information, particularly as confidentiality and security of the majority of data is important.
- Provide first line support for all internal and external enquiries from a variety of communication sources, signpost service users to relevant information and external contacts to service their enquiry (to self-serve) as far as is possible. Support and contribute to stakeholder and third party training and workshop facilitation concerning all aspects of the service.
- Provide advice (both routine and non-routine) to the public about food and safety and associated services as well as completing straightforward service delivery.
- Work co-operatively within a team and also with people from other teams and services.
- Work collaboratively with internal and external partners to modernise systems and procedures and improve service user and customer care experiences and to promote enhanced levels of self service by customers.
- Provide support for the co-ordination and monitoring of responses/legislative changes required within all aspects of the environmental health services in respect of:
 - Freedom of Information
 - Data Protection
 - Equality Impact Assessment
 - Formal Complaints
- Including the provision of accurate data and information where required to support any responses or performance reporting.
- Have a flexible approach to work in terms of being prepared to pick up work outside of own specialism or what is familiar to help out in emergencies or provide cover for others.
- Work proactively and collaboratively in project teams comprising staff from a range of services when representing own specialism.
- Use transferable skills, and develops new skills as necessary to provide a flexible resource to meet corporate priorities.

- Consider and show 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).

KEY RELATIONSHIPS:

- As a technical support role, the post holder's primary internal relationships will be with staff within the Food and Safety service area, but they will also be expected to work corporately and collaboratively with several other service areas in order to achieve the specific deliverables. Some of these services may be delivered by public/private sector partnerships or other external organisations. They will also provide an element of back office resilience between the Food and Safety and Environmental Protection services and cover for opposite roles as necessary.
- The post holder will also need to work closely with a variety of external contacts and organisations, in particular the public, businesses, service contractors, the HSE, the FSA, DEFRA and other public sector organisations.

Additional information

Will be required to travel between offices, to sites and to customers' homes.

- 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.

REQUIREMENTS The postholder must be able to demonstrate:	MEASURED BY: A Application form I Interview T/P Test/Presentation
EDUCATION/TRAINING <i>(Academic, vocational/professional and other training)</i> Relevant qualifications at NVQ4 Level or Equivalent knowledge gained through experience plus extended experience of working in a relevant similar role.	A/I
KNOWLEDGE & EXPERIENCE <i>(e.g. report writing, office experience, Microsoft office)</i> Experience of a regulatory and business support service. Previous experience working in a Customer orientated service. Experience of Liaising with external government agencies and customers in a service role. Experience of auditing and investigation. Supporting campaigns, initiatives and presentations. Able to analyse and interpret varied information or situations and to solve problems. Uses persuasive, negotiating and training skills e.g. aimed at seeking agreement/compromise or developing understanding of legal and technical guidance. Ability to ask questions, seek clarification and exchange information using tact and diplomacy with a range of different people and groups. Skilled in the management of aggression and sensitivity in dealing with the public and commercial operators, often in stressful and difficult situations. Ability to use a keyboard and to use environmental health computer database systems to record information and to create correspondence and formal legal documents.	A/I A/I A/I A/I A/T/P A/T/P A/T/P A/T/P A/T/P A/T/P A/I A/I
SKILLS/ATTRIBUTES <i>(e.g. communication, interpersonal, decision-making, problem-solving, team player, reliable)</i> Ability to work co-operatively within a team and also with people from other teams and services. Works proactively and collaboratively in project teams comprising staff from a range of services when representing own specialism.	A/I A/I

<p>Works within procedures with freedom to organise own workload, and which leave room for independent action/initiative.</p> <p>Will respond independently to unexpected problems.</p> <p>Has a calm and professional approach at all times when dealing with customers, who may have difficult and on-going issues that appear to be easy to resolve, but are sometimes more complicated and not easy for them to understand.</p> <p>Ability to prioritise own workload with good organisational skills that will ensure workloads are completed within required deadlines.</p> <p>Has a flexible approach to work in terms of being prepared to pick up work outside of own specialism or what is familiar to help out in emergencies or provide cover for others.</p> <p>Uses transferable skills, and develops new skills as necessary to provide a flexible resource to meet corporate priorities.</p> <p>A strong personal ethical framework in relation to the protection of the public and regulatory service work.</p>	A/I A/I A/I A/T/I A/I A/I A/I/T/P
BEHAVIOURS	
Behaviours will be tested at interview against the Council's values (further detail below) <ul style="list-style-type: none"> Empowering, valuing and developing our people Valuing our customers Being open and honest Taking ownership Being ambitious 	I/TP I/TP I/TP I/TP I/TP
EQUALITY AND DIVERSITY	
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).	A/I



Our Values

...we believe in



OUR
PEOPLE



OUR
CUSTOMERS



BEING OPEN
and HONEST



TAKING
OWNERSHIP



BEING
AMBITIOUS

We empower, value and develop our people to work together as one dynamic and efficient team.

We care about delivering high quality, customer-focused outcomes with our communities and partners.

We are open, transparent and truthful.

We take pride in our work and take responsibility for our actions.

We are ambitious, inspiring our communities, taking pride in our places and striving for excellence.

