

Job Description

Job Title	Environmental Health Technical Officer - Commercial
Directorate	Neighbourhoods and Housing
Service Area	Licensing and Public Protection
Grade	6
Competency Level	1
Salary	£34,314 - £38,626
Job Type	Hybrid
Location	Cunard Building
Disclosure and barring service (DBS)	Not Applicable
Job Evaluation Ref No	A9872

Job Purpose

To assist and support the commercial team in ensuring commercial businesses within the city are compliant in food hygiene, health and safety, public health, animal welfare and licensing.

Directly Responsible For:

Not applicable

Directly Responsible To:

Operations Manager – Commercial

Principal Environmental Health Officer -Commercial

Main Areas of Responsibility:

- To assist in the provision of inspection, advice and enforcement duties and investigations, including visits / re-visits for food hygiene, health and safety, public health and animal welfare and licensing legislation in a wide range of commercial businesses
- Investigate and assist in food poisoning cases / outbreaks and infectious disease
- Carry out and assist in accident investigations e.g. RIDDOR notifications
- The work will involve dealing with patients, injured persons, relatives of injured persons and the bereaved
- Respond to service requests / complaints, including commercial waste and drainage
- Enforce the skin piercing Bylaws and other public health work including exhumations
- Undertake food, water and environmental sampling
- Prepare inspection reports, warning letters, statutory notices, prosecution case files, obtain witness statements, and any other correspondence required during the investigation in accordance Police and Criminal Evidence Act and the City Councils Enforcement Policy, this will require working to deadlines.
- Attend meetings, Magistrates / Crown Court, Coroners Court, tribunals and committees, as required
- To support and participate in projects and initiatives
- This role will involve accompanying other officers. Motivate, guide and provide assistant to newly qualified officers

- Provide specialist / technical advice to other service areas
- Assess and interpret guidance and information such as sampling results and technical reports, some of which may be complex, to determine an appropriate course of action
- Engaging and liaising with a variety of stakeholders including UKHSA, HSE, FSA, Coroners, Police and Public Health
- The role will involve producing, handling, processing and storing data of a confidential and sensitive nature in accordance with Council policies and statutory requirements
- Provide information and assist and support the Operations Manager, Principal Officer and Commercial team including the provision of information for Have Your Say Requests and requests made under the Freedom of Information Act
- Attend training courses as required by the Health and Safety at Work etc Act 1974 and the Food Standard Agency's Food Law Code of Practice and Competency Framework
- Develop the City Council's commitment to equal opportunities and to promote non-discriminatory practices in all aspects of work undertaken
- To undertake necessary work and duties outside normal office hours as reasonably required

Supervision and Management Responsibility:

- No supervisory or line manager responsibility

Budget and Financial Responsibility:

- Being fully accountable for managing the council's resources well and complying with statutory requirements. This includes managing time, avoiding unnecessary waste, reuse and recycle resources to reduce personal impact

Social Value Responsibility:

- Drive for social value through all activities, ensuring wider social, economic and environmental benefits for the council, residents and communities

Physical Demands of the Job:

- Postholder required to visit certain types of commercial businesses which will involve some degree of physical activity and work in adverse conditions. This may include hot, cold, noisy, dusty unpleasant and hazardous environments
- When undertaking certain interventions, this may require the postholder to use access equipment, which may be at height
- For the purposes of inspection / visits, a degree of manual handling and some awkward postures are required
- Postholder required to wear personal protective equipment as required

Corporate Responsibility:

- Contribute to the delivery of the Council Plan
- Delivering and promoting excellent customer service, externally and internally
- Commitment to customer excellence by dealing with customer feedback, including complaints, and learning from feedback in the drive for continuous improvement
- Making the council a great place to work, living the council's values, actively engaging in regular communications including team meetings, undertaking training as required and being responsible for managing own performance
- Develop the City Council's commitment to equal opportunities and to promote non-discriminatory practices in all aspects of work undertaken
- To ensure that all work functions are undertaken in accordance with health and safety legislation, codes of practice and the City Council's safety plan

Competency Framework:

We operate a competency framework, a set of core behaviours which define how we are expected to approach our work, how we perform in certain situations and how we treat each other. Each competency details the standards of behaviours and skills required by all staff and this in turn supports delivery of our aim and our council plans linking them together with our values.

The post holder will be required to demonstrate the ability to perform at competency level 1.

[The competency framework can be found here.](#)

This job description is not intended to be either prescriptive or exhaustive. It is issued as a framework to outline the main areas of responsibility. You will be expected to carry out any other duties that may reasonably be required in line with your main duties and changing priorities of the organisation.

Person Specification

Assessment methods used: I = Interview, P = Presentation, A = Application, E = Exercise, T = Test, AC = Assessment Centre

Qualification and training

Essential

- Hold one of the following (A):
 - Degree, diploma or equivalent qualification in Environmental Health
 - Higher Certificate in Food Control, which includes the practical food identification exam
 - Advanced Professional Certificate in Food Hygiene and Standards Control, which includes the practical food examination exam
 - Health and safety qualification, including NEBOSH certificate and / or diploma
 - Any other qualification in a relevant field e.g. Public Health

Desirable

- Be a member of the Chartered Institute of Environmental Health (CIEH) or Institution of Occupational Safety and Health (IOSH)

Experience

Essential

- Experience in assisting in routine statutory food hygiene inspections and / or health and safety inspections, including re-visits (A,I)
- Experience in assisting in public health work (A,I)



- Experience in undertaking complaint investigations (A,I)
- Experience of working as part of a team (A,I)
- Experience of working regularly on your own initiative to deal with problematic situations that are unusual and require you to come up with a solution (A,I)
- A good understanding of food safety and or health and safety and or public health legislation (A,I)

Desirable

- Ability to undertake complex and demanding investigations
- Experience in taking formal enforcement action

Skills/Abilities

Essential

- The ability to advise, guide, negotiate and persuade to achieve regulatory compliance in a variety of settings some of which are demanding and contentious (A,I)
- Excellent interpersonal skills and communication skills, both written and oral (A,I)
- Ability to deal with situations of conflict which may involve verbal abuse and aggression (I)
- Ability to deal tactfully and compassionately with employees and members of the public in sensitive situations where a death, serious injury or ill health as occurred (I)
- Ability to work with minimal supervision to deliver statutory programmes (A)
- Ability to manage your own workload using a risk-based approach for both the annual inspection programme and for reactive work demands (A,I)
- Ability to manage conflicting demands and interruptions (I)

- Ability to use a variety of work equipment relevant to the post (A)
- Proficient IT skills in Word / Excel and updating databases (A)

Desirable

- Presentation skills
- Knowledge of Tascomi / IDOX / M3 IT system

Commitment

Desirable

- An understanding of and a personal commitment to the Vision and Values of Liverpool City Council