

Job Description

Job Title	Regulatory Support Officer
Directorate	Neighbourhoods and Housing
Service Area	Mersey Port Health Authority
Grade	4
Competency Level	1
Salary	£26,409 - £30,060
Job Type	Hybrid
Location	Port Health Administrative Buildings/Port of Liverpool
Disclosure and barring service (DBS)	Basic
Job Evaluation Ref No	R7420

Job Purpose

Provide enforcement support and assist with data input for the Port Health Service.

Directly Responsible For:

N/A

Directly Responsible To:

Public Health Team Leader

Main Areas of Responsibility:

- Provide support to Port Health Officers/Official Veterinarians at the Border Control Post when required
- Provide administrative support functions for Mersey Port Health Authority, in a flexible manner, including the provision of temporary cover in the case of absence and ensuring that an effective, efficient and customer focussed service is delivered within required timescales
- Use and maintenance of accurate records, systems and databases/spreadsheets, specifically PHILIS, Destin8, TRACES/IPAFFS and Microsoft Word/Excel/Outlook/Powerpoint to enable effective and useful information, reports and statistics to be provided to managers and staff
- Assist in carrying out identity/physical and sampling relating to imported food (Products of Animal Origin and Foods of Non-Animal Origin) and complete relevant paperwork as directed by the OV/PHO
- Investigate complaints and enquiries relating to the Mersey Port Health Authority function
- Prepare and ensure completion of informal sampling surveillance programmes in relation to water quality on vessels, aircraft and other locations as identified by the Compliance Manager
- To carry out inspections, re-inspections and surveys relative to the port health function
- Undertake routine ships inspections
- Respond to service requests of food premises within the Authorities district
- To participate and assist in the practical training of staff and students
- To prepare necessary notes, reports, or other relevant correspondences

- Represent the Authority at meetings, courts, tribunals and inquiries
- Respond to Have Your Requests and requests made under the Freedom of Information Act
- Attend training courses to maintain your continued professional development and to maintain competences
- To bring to the Chief Port Health Officer/Line Managers attention any matter considered detrimental to, or which might improve, service effectiveness or efficiency
- Assist in the promotion and implementation of continuous improvement throughout the service
- Provide support in relation to any of the functions undertaken by the team (at a level commensurate with the grade of the post) to enable specific and overall objectives of the team to be achieved
- To be flexible in terms of deployment of resources and provide temporary cover in the case of absence
- To participate in all aspects of training and personal development. Use all learning opportunities to develop personal skills necessary to improve effectiveness, efficiency and delivery of service in recognition of the business and service targets
- To develop the City Council's commitment to equal opportunities and to promote non-discriminatory practices in all aspect of work undertaken
- It must be understood that every employee has a responsibility to ensure that their work complies with all statutory requirements and with Standing Orders and Financial Regulations of the City Council, and 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
- 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 at the time of writing

OTHER RELEVANT MATTERS

In performing the duties of the post, the post holder will be expected to make contact, or liaise, with: -

- The public and/or their professional advisers/contractors
- Other members of the Port Health Authority
- Other Services including Environmental Health & Trading Standards, Legal Services, Emergency Planning Unit
- Members and officers of the three riparian Authorities
- Association of Port Health Authorities and other port health authorities
- Central government agencies, i.e. DEFRA, Food Standards Agency, Environment Agency
- Other organisations, i.e. Mersey Docks and Harbour Company, John Lennon International Airport, Maritime and Coastguard Agency, Merchant Navy Welfare Board, Health Protection Agency, and Primary Care Trusts; and courts of law, public inquiries and tribunals
- Work outside normal office hours will attract either payment at a rate agreed by Liverpool City Council or time off in lieu. Subject to prior approval by the Chief Port Health Officer

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:

- Ability to work in adverse weather conditions whilst conducting inspections at the Border Control Post or within the dock complex and onboard vessels
- Ability to carry out potentially physically demanding tasks such as the lifting and carrying of products and equipment
- During some inspections it may be a requirement to work in confined spaces
- Working at heights, or accessing vessel at height
- Exposure to food product allergens, in particular nuts

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 the following 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

- Competencies equivalent to NVQ Level 2 / 3 (A/I)

Experience

Essential

- Experience of working within an office environment (A/I)
- Experience of working in an area with strong customer focus (A/I)
- Experience of working on own initiative, as part of a team and with partner (A/I)
- Experience of inputting and record keeping in a range of databases (A/I)

Desirable

- Experience of working within a Regulatory environment
- Experience of working in Quality Assured environment

Skills/Abilities

Essential

- Ability to communicate in written and oral formats (A/I)



- Good inter-personal and customer care skills (A/I)
- Computer skills – Word, Excel, MS Outlook, MS Powerpoint (A/I)

Desirable

- Presentation skills
- Ability to assist with and undertake investigations
- Prioritise conflicting demands
- Accuracy – pay attention to detail
- Ability to work as part of a team

Commitment

Essential

- Commitment to continuous improvement (A/I)

Desirable

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

Other

Essential

- This post is subject to a Disclosure and Barring Service (DBS) check at the appropriate level (A/I)
- Flexibility in providing support throughout the Service (A/I)
- Eligibility to work in the UK (A/I)

Desirable

- Knowledge of Port Health

