

Job description and person specification

Job Description

Job title

Environmental Health Team Leader (Food and Safety)

Service

Place

Grade

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Salary

£50,335 – £52,332

Responsible to

Environmental Health and Licensing Contract Manager

Responsible for

Environmental Health Practitioner, Food contractor, 1.5 FTE Admin Support Officers

Location

The role offers hybrid and flexible working arrangements with office base at Civic Offices, Fleet

Job summary

Working with the Environmental Health and Licensing Contract Manager the postholder will lead the Food and Safety team in the delivery of best practice and value for money through the establishment of effective systems, targets and performance management that secures high standards of service delivery and secures positive outcomes.

The post holder will work within the Environmental Health Team with lead officer responsibility for: food hygiene inspections, health and safety interventions, accident investigations, service enquiries and complaints, responding to infectious disease notifications and outbreak investigations.

The post holder will have direct line management responsibility for officers with the Food and Safety team including an external appointed contractor (food hygiene inspection inspections), and 1.5 FTE of Environmental Health administrative support.

The postholder will manage and develop their team, and individuals, ensuring high performance outputs and the achievement of service objectives. The post will make a positive contribution to the Council's core values by being helpful, approachable, responsive and taking ownership of challenges and problems, while making customers feel warm, welcome, wanted and cared for.

Main responsibilities and activities

1. Working with the Environmental Health & Licensing Contract Manager as nominated 'Lead Officer' for Food Hygiene. Helping lead food and safety functions within the team in accordance with the service plan and key performance indicators.
2. To deputise for Environmental Health & Licensing Contract Manager as necessary in their absence.
3. Working with the Environmental Health & Licensing Contract Manager to establish effective systems, targets and performance management that secures high standards of service delivery and secures positive outcomes.
4. To be a senior Environmental Health professional, providing detailed and technical advice to the team, handling complex service requests, and providing quality professional advice.
5. To drive continuous service improvements, challenging existing practice and actively seeking ways of achieving greater outcomes and leaner delivery.
6. To work closely with other services and external partners, agencies and service users to ensure co-ordinated, efficient and effective service delivery.
7. To demonstrate a commitment to the Council's vision, key objectives and values and contribute towards other Council projects and initiatives.
8. To maintain a current and effective knowledge of all relevant legislation; to provide expert advice; and to be responsible for developing policies and strategies in relation to relevant Service areas
9. To provide day-to-day management of the Food and Safety team in relation to programmed inspections, investigations, and enforcement actions .
10. To assist with budgetary scrutiny of the Food and Safety team, ensure general financial compliance, and help ensure value for money through procurement.
11. To set the long-term goals for the Food and Safety Team, be responsible for the team's workload and the responses given within agreed timescales, priorities

and framework set by Members and the Environmental Health & Licensing Contract Manager.

12. In conjunction with the Environmental Health & Licensing Contract Manager and Executive Director of Place, to deliver continual service improvements and ensure that officers meet their established KPI's and statutory deadlines.
13. To assist the Environmental Health and Licensing Contract Manager in producing, reviewing and preparing internal procedures and process notes
14. To plan and organise own workload within the general priorities set out for the Service.
15. To inspect premises in accordance with programmes of work and relevant codes of practice
16. To identify breaches in legislation, codes of practice and any other technical guidance of equivalent legal weight. To offer informal advice where formal action is not to be taken
17. To obtain evidence, including sampling and monitoring, to confirm breaches of legislation. To obtain formal statements as evidence of breaches of legislation
18. To draft and send reports and formal/informal notices identifying breaches of legislation, the remedial action required and the time periods for compliance
19. To serve formal notices as provided for in specific legislation and/or the Council's scheme of delegated powers. Taking timely and proportionate action
20. To prepare case files and legal instructions in preparation for enforcement action and attend and give evidence at relevant legal proceedings.
21. To assist the Environmental Health & Licensing Contract Manager in reviewing and preparing internal procedures and Statutory returns. To help prepare reports and procedures as may be requested
22. To represent the Council at appropriate external meetings and events, working groups and advisory bodies at local, regional and national levels as may be required by the Environmental Health and Licensing Contract Manager
23. To promote a positive working relationship with other Council departments to demonstrate a 'One Council' approach.
24. To provide high levels of customer service for our residents, staff, managers and external partners, so that they are made to feel warm, welcome, wanted and cared for.
25. Promote the **HART Values** by:
 - Being **helpful**
 - Being **approachable**
 - Being **responsive**

- **Taking ownership** of challenges and problems to ensure they are dealt with appropriately.

Standard Clauses

- To provide excellent service to internal and external customers, we will embody the Council's core HART values and adhere to established procedures and best practices. We will be helpful, approachable, and responsive and take ownership of challenges and problems. We aim to ensure that customers feel welcomed, valued, and well-cared for.
- To help identify, develop, and implement manual and information technology systems and procedures.
- To ensure everyone has the same opportunities, we must follow the Council's Equal Opportunities policy, Code of Conduct, and other relevant policies, procedures, and laws.
- To comply with and ensure compliance with the Council Data Protection Policies, the Data Protection Act, and other relevant legislation.
- When working with members of the public, be vigilant in identifying potential safeguarding issues and conduct themselves in a manner that protects both themselves and the public.
- In the event of a Civil Emergency, take on any new roles and responsibilities allocated by the Senior Leadership Team and be available to undertake any training that may be required to fulfil this role.
- To ensure the Council meets its legal obligations under the Armed Forces Covenant Duties.
- At all times comply with the Council's Health and Safety Policy and other safety procedures and guidelines. Employees are responsible for their own and others' safety and must follow management instructions. They should report all accidents, incidents, and problems to their supervisor or senior staff promptly.
- This post carries specific responsibilities for Health and Safety in particular the carrying out/updating of Risk Assessments.

Hart District Council's Safety Policy and other safety procedures and guidelines are deemed part of this job description. Employees must look after their own health, safety and welfare and be mindful of other persons who may be affected by their acts. Employees must cooperate and comply with management instructions regarding Health and Safety issues and report all accidents, incidents and problems as soon as practicable to their supervisor, manager or other senior members of staff available.

This is not a complete list of all the responsibilities and activities of the job. Some responsibilities and activities may change to meet service needs. These changes will be discussed with the post holder and will not significantly affect the nature or level of responsibility or job grade.

Person specification



Job title

Environmental Health Team Leader (Food and Safety)

The HART Values

We aim to recruit candidates who are committed to our core values. We want customers to feel warm, welcome, wanted and cared for when interacting with Hart District Council.

To achieve this, all staff should promote the **HART Values** by:

- Being **Helpful**
- Being **Approachable**
- Being **Responsive**
- **Taking ownership** of challenges and problems to ensure they are dealt with appropriately.

The following table sets out the essential and desirable attributes we are seeking for this role.

Attributes	Essential	Desirable	Evidence
Education and qualifications	Degree in Environmental Health or equivalent EHORB registered or equivalent to enable officer to undertake food hygiene enforcement controls in line with Food Law Code of Practice	Member of Chartered Institute of Environmental Health A Management qualification or training programme Other relevant specialist qualification	Application & certificate

Attributes	Essential	Desirable	Evidence
Experience and knowledge	<p>Significant post qualification experience in Environmental Health</p> <p>Detailed knowledge and understanding of legislation, policy, guidance and best practice relevant to service functions</p> <p>Experience of liaison and negotiation with partners including voluntary agencies</p> <p>Experience in dealing with customers/members of the public</p> <p>Committed to providing high quality customer service</p>	<p>Positive approach to income generation and commercialisation.</p> <p>Progressive in relation to the digitisation agenda</p>	Application & interview

<p>Skills and abilities</p>	<p>Excellent oral and written communication skills</p> <p>Excellent inter-personal skills with the ability to listen, influence, negotiate and / or persuade people and deal effectively with difficult situations</p> <p>Ability to lead, motivate and inspire the confidence of others</p> <p>Ability to plan and prioritise workload both of self and others within tight but realistic timescales and to ensure that tasks are completed and on time</p> <p>Ability to think strategically i.e. to see things in a wider context combined with a pragmatic approach to problem solving and service delivery</p> <p>Flexibility and willingness to motivate and support the management of change</p> <p>Ability to research and analyse complex issues and data, and prepare clear and concise notes and reports</p> <p>Good project management skills</p> <p>Computer literate and proficient in Microsoft Office software</p>	<p>Experience with Environmental Health software such as Uniform</p>	<p>Application, test and interview</p>
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Attributes	Essential	Desirable	Evidence
	<p>Ability to make customers feel warm, wanted, welcome and cared for</p> <p>Ability to take ownership of tasks, challenges and problems to achieve an appropriate outcome</p> <p>Ability to carry out inspection of sites regulated by the Council</p>		
Personal qualities	<p>Innovation & drive</p> <p>Ability to work under pressure and manage a heavy workload</p> <p>Ability to work as part of a team and/or alone as required and use own initiative</p> <p>Political sensitivity & awareness</p> <p>Commitment to professional and personal development,</p> <p>Ability to manage own time</p> <p>Commitment to delivering the best possible services for residents, and internal and external customers</p>		Application, test & interview

Attributes	Essential	Desirable	Evidence
Other working requirements	Full driving licence and access to a car for work purposes Ability to attend meetings or carry out inspections out of office hours		Application, certificate & interview

Signatures:

Job-holder

Manager