

Job description

Commercial Environmental Health Technical Officer Band 5

This role will be based at both our Bury St Edmunds and Mildenhall offices. You may reasonably be required to work at any other of the council's premises as required in order to meet the needs of the service. At West Suffolk Council we positively encourage agile working, with work being an activity we do, not a place we go. Work styles are led by operational and organisational need and are jointly agreed between the manager and employee.

Note: This could be a developmental career progression role. The post holder will be provided with the necessary training and opportunities to develop the required competencies and gain the necessary qualifications to undertake the work.

Purpose of job

- To carry out a range of technical and support functions to help protect the public's health and safety.
- Working with other Technical Officers and being responsible for the delivery of commercial environmental health regulatory and advisory activities and animal licensing services.
- Supporting Environmental Health Officers with investigations, complaints and the enforcement of a range of legislation with complex cases.
- To provide efficient and effective ways of working to deliver a high standard of service delivery.

Key responsibilities and activities

Commercial Environmental Health

- Completing regulatory and advisory interventions at premises to ensure compliance with legislation and good practice relating to Food Hygiene & Safety, Occupational Health & Safety and Licensing.
- Carrying out sampling, complaint follow-up, investigations and offer help and advice on environmental health matters commensurate with their knowledge and competency.
- Carrying out appropriate enforcement action to protect the public.
- Working with other professionals to support any enforcement action.

- Investigation of complaints, including food complaints, reported and alleged cases of communicable disease, and accidents.
- Processing food registrations in accordance with established work procedures.

Animal Licensing

- Completing regulatory and advisory inspections, including interim inspections if the licence requires, of premises to check the operator is complying with the law and holds a correct licence if required.
- Carrying out investigations and enforcement action on unlicensed activity.
- Monitoring websites for puppy sales, and to submit data requests as necessary, to identify and follow up possible unlicensed breeders.
- Ensuring the West Suffolk Council website is kept up to date with legislative requirements and details of how to apply for a licence (FAQs, etc.).
- Validating and processing all animal licence applications.
- Carrying out investigations on licensed activities, taking appropriate enforcement action and offering help and advice.
- Leading on the implementation of the animal policy, advising on policy content and reviewing when required.
- Working with other professionals such as veterinarians as required.
- Working with other professionals to support any enforcement action.

Technical Support

- Provide support to Environment Health Officers on complex investigations and enforcement matters.

General

- Providing support and advice to customers.
- Signposting customers to information, guidance and forms on our website.
- Carry out appropriate activities to promote, educate and raise awareness in matters relating to the service, including attendance at public meetings and exhibitions, development of promotional materials, delivery of presentations and training, and liaison with other departments and organisations.
- Work within corporate, departmental and team procedures and policies to achieve agreed work plans, targets and performance standards, ensuring a high standard of customer care.
- Prepare correspondence, statements and reports; compile statistics; prepare and present evidence and files in legal proceedings as may be directed.

- Maintain records, including computerised systems, and carry out periodic surveys to update these records for all premises, whilst ensuring high data quality.
- Assist in ensuring that the council meets its duties under all relevant legislation, including that relating to Data Protection, Freedom of Information and Human Rights.
- These functions will involve making visits to premises and other places outside normal office hours, late night and sometimes at weekends as part of normal duties as reasonably required.
- You will be expected to keep up to date with all associated legislation and best practice, including attending relevant training to achieve and maintain professional competency in relevant subjects.
- Networking and developing contacts with other local authorities to build resilience and a strong support group with other professionals in Environmental Health and Animal Licensing.
- Carrying out other duties that are reasonably required by the Service Manager and Team Leader in assisting the team and other members of the Environmental Health Service with efficient running and delivery of our services.
- The post holder will be supported in order to achieve relevant qualifications, both in-house and college based, that will enable the post holder to undertake more complex advisory, compliance and enforcement activities. Any such development will be undertaken following consultation with their line manager.