

ROLE PROFILE

Job family	Regulation & Technical	Role profile number	RT10-1420	Grade J
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Job purpose: Monitoring and enforcement of prescribed regulatory areas, which will include but not limited to, recommendations regarding infringement, resolution advice, event based activities. Provision of services of a technical, vocational or specialist operational nature to internal and external customers. To provide legal / regulatory /statutory monitoring and enforcement support within a specific work area

Grade J posts are higher in 'Contacts & Relationships' with the requirement to resolve complex and contentious situations with a variety of stakeholders, and often conflicting priorities compared with grade I posts. These posts are also higher in 'Knowledge & Skills' as they require a relevant degree/ professional qualification but post holders may not have the practical experience of applying the skills obtained through study.

Factor	Relevant Job Information
Supervision and/or Management of People	No full management of a team but will be required to monitor the quality and quantity of the work of others. Will provide advice, guidance and support to colleagues to ensure whole team achievements are met.
Indicative qualifications	Degree in relevant profession, or equivalent experience/skills. May be part qualified of a higher level relevant professional qualification Licence / certificate / qualification required for the role ITQ 2 or equivalent ICT skills and abilities demonstrating significant experience in related systems
Knowledge and Skills	Some relevant professional experience post qualification in a similar work environment. Expert knowledge of relevant policy, systems, work practices, professional guidelines, legislation in the area of specialism. Excellent ICT skills including use of Microsoft applications and specialist systems. Good knowledge of other areas of the authority relevant to the service. Knowledge of wider sector / external influences. Experience of representing the work area externally Sound communication, interpersonal and presentation skills, proven ability to understand and explain sometimes complex technical / legal / professional issues to a range of audiences. Research and analysis skills to contribute towards the diagnosis of problems/issues and the identification of solutions/recommendations Proven ability to conduct formal interviews and / or take legal statements Proven ability to build and maintain effective working relationships at all levels. Good literacy, numeracy and report writing skills Good planning and organisational skills, with proven ability to prioritise and co-ordinate workload, monitor and evaluate work, to ensure deadlines are achieved. Project management skills and experience Experience in the use of specialist equipment / systems / techniques relevant to the role.
Creativity and Innovation	Creativity and innovation is a feature of the job along with ability to interpret general guidelines to resolve issues. Represent the council at inquiries / court etc to present evidence. Take appropriate action to ensure / support enforcement of / compliance with regulations Undertake the full range of registration duties, conducting legal and civil proceedings as required Issue licences / registrations or other authorisations Ensure compliance with safe practice and the legal use/operation of specialist equipment. Support the development and delivery of team plans. Identify method of analysis to use and action to be taken within a defined area of responsibility. Recommend options, primarily through reference to precedent, supported by original thinking, within guidelines and procedures.
Contacts and Relationships	Provide advice and guidance on complex issues which could be contentious and challenging in nature. Ability to build relationships and engage successfully with colleagues /partners /customers / contractors and suppliers. Negotiation showing tact and diplomacy to deal with conflicting requirements or opinions and the ability to make decisions on the most appropriate action to reach an acceptable conclusion. Contacts will include: Senior managers, leadership team, councillors, external bodies and partners. Support others in their development including external organisations / customers where appropriate Communicate with others in the same field to keep up to date with developments and best practice. Communicate changes in policy and working practice to contacts.

Factor	Relevant Job Information
	<p>May have to appear in court / inquiries to present evidence. Solicitors / court officials when presenting evidence</p> <p>Build and maintain effective working relationships at all levels.</p> <p>Deal with people at all levels confidently, sensitively and diplomatically</p>
Decisions – Discretion & Consequences	<p>Using general guidelines and utilising a wide range of relevant information, make decisions where advice is not readily available.</p> <p>Assess the options and take appropriate action, where only general guidelines exist.</p> <p>Decisions to ensure outcomes are achieved which serve the best needs of the customer and as a consequence can result in improved services.</p> <p>The consequences of the decisions will have a material effect on the service.</p> <p>Ensure completion of tasks within required standards and timescales.</p> <p>Investigate compliance / legal issues within area of responsibility. Determine the data and tools / techniques required as appropriate to the area of responsibility.</p> <p>Plan and carry out tests / inspections / surveys / assessments / evaluations / audits. Identify issues, resolve straightforward ones, and escalate more complex ones as necessary.</p> <p>Collate, process and analyse information / evidence using the appropriate systems. Ensure all records / information / evidence are managed correctly.</p> <p>Assess situations/ information / cases. Develop and recommend solutions which ensure compliance with appropriate regulations / legislation. Assess and mitigate any risks associated with the recommendations made.</p> <p>Research and evaluate current issues, developments, good practice and legislation changes in work area.</p> <p>Prepare and distribute reports / recommendations / responses / results / other information / documentation as required</p> <p>Respond to and investigate enquiries / complaints</p> <p>Represent specialist area internally and / or externally to put Council view and respond to enquiries.</p> <p>Liaise with other organisations / stakeholders to share information.</p> <p>Support the preparation of tenders and contracts.</p> <p>Support the award and monitoring of grants by the council.</p> <p>Assist with the preparation and submission of bids for short and long term funding.</p> <p>Ensure all financial transactions are processed and reconciled correctly.</p>
Resources	Little or no responsibility for physical or financial resources
Work Demands	Work subject to interruptions and at times may be competing demands of work priorities
Work Environment	<p>Work may require some physical effort.</p> <p>Majority of work may be performed outside in all weathers or exposure to moderate noise or dirty or difficult and unpleasant surroundings / conditions.</p> <p>Work potentially involving some risks due to nature of activities being provided and / or environment or public / customers.</p>
Our Identity	<p>Our Identity sets out who we are and provides a shared understanding of how we are all expected to lead, work and act with each other, our partners and our residents to deliver our services and build stronger communities. They enable us to continually evolve and adapt to meet the changing needs of our residents and ensure that we continue to deliver great services and make a difference to the people of Wiltshire.</p> <p>All of us are expected to demonstrate the elements of Our Identity in how we work to shape and create the organisation we want to be part of. It should influence our decisions, activities, projects and ways of working</p>
Health & Safety	All employees are required to carry out all duties and responsibilities with reasonable care for the health and safety of self and others and report any potential hazards or unsafe practices to their line manager
Equalities	Wiltshire council is committed to ensuring employees do not discriminate against colleagues, suppliers or third parties at work or harass or victimise others. Incidents of discrimination at work are taken seriously and employees are encouraged to report incidents via their manager or anonymously via the whistleblowing policy .
Authority to work in the UK	All employees must have the legal authority to work in the UK. Non-EU nationals must have the relevant approval to work in the UK from the UK Border Agency. Copies of all documents provided as proof of identity are retained for our records, by providing these proofs the council will treat this as consent.

The above profile is intended to describe the general nature and level of work performed by employees in this role and does not detail a list of all duties and responsibilities. The Council reserves the right to amend this role profile as necessary

ROLE DESCRIPTION

Role description:	Public Protection officer (Environmental Health, Trading Standards & animal health)	
Role profile family:	Regulation & Technical	
Role profile number and grade:	RT10-1420	Grade J
Number of posts:	9	
Service/Team:	Public Protection - Environmental Health, Trading Standards & Animal Health	
Reports to:	Public Protection Team Leader or Trading Standards Team Leader	

Job Family overview

Regulation & Technical job family overview:

Monitoring and enforcement of prescribed regulatory areas. Provision of services of a technical, vocational or specialist operational nature to internal and external customers

- Assessment of physical or administrative situations
- Judgement or recommendation regarding infringement
- Advice on resolution to participant
- Delivery of authoritative technical services to meet specific event based request
- Vocational and / or theoretical knowledge and skills in specific discipline

Service / function Context

The overall responsibilities of the service/function are:

- The delivery of a range of statutory and non-statutory public protection duties.
- Each team within the service covers a diverse range of statutory environmental health, trading standards, consumer protection, emergency planning, animal health and welfare, community safety and harm reduction and licensing functions. These range from food safety, statutory health and safety functions including commercial health and safety enforcement and accident investigations, alcohol sales, animal boarding and breeding, gaming, dangerous wild animals, dog breeding, fireworks, gambling act, licensing act, personal licenses, pet shops, petroleum, riding stables, zoos, air quality management, contaminated land assessments, noise complaint investigations, air pollution, drainage and dealing with filthy and verminous premises, trading standards, fair trading, animal health and welfare, pest control, community safety, anti-social behaviour reduction, alcohol and drug harm reduction and emergency planning functions.

Job Purpose

There are legislative pressures on this postholder as they will enforce a range of legal powers and duties for the council. In addition they will be subject to work demand and time pressures both from internal management and external timescales set by businesses and central government.

To carry out a full range of environmental health, trading standards and animal health duties as may be required, both within the specific responsibilities of the team, and also from time to time across the wider public protection service.

To be responsible for the day to day delivery of a range of statutory and non-statutory environmental health, trading standards and animal health, animal licensing duties. This role covers a range of statutory functions, these range from food safety, statutory health and safety functions, environmental protection, trading standards and animal health, and emergency planning functions.

To be the department's designated specialist in a specific area of law

Specific duties and responsibilities include:

- Enforcing a range of legal powers and duties (in relation to animal health and welfare this will include inspections and sampling of feed businesses)
- To conduct inspections of a specified range of premises especially to premises with high and medium risk rating to ensure compliance with environmental health, trading standards or animal health legislation
- To respond to complaints and enquiries by investigation or advice as necessary. To use professional judgement to determine and implement consequent enforcement action. This can include carrying out monitoring, intelligence gathering, inspections etc outside of office hours, often at weekends, at night or early in the morning.
- The post holder provides professional opinion in the field and makes decisions, frequently remote from the office without reference to anyone else or direct colleague support.
- There is wide discretion and empowerment of all officers. In responsive work there is no precedent and the post holder has to use discretion in choice of legislation and professional expertise to make a judgement of the most appropriate course of action.
- All initial decisions regarding enforcement are made by the post holder. Whether or not a matter can be dealt with by an informal discussion or requires a formal approach up to and including recommending prosecution is a matter for the judgement of the post holder.
- Conduct criminal investigations (resulting from complaints, inspections and officer initiative) to recommend action necessary from service of notices, cautions to assist with organisation of works in default and preparing files for prosecution. To attend court as a witness. Serving formal enforcement notices.
- Ensure that Wiltshire based businesses, including national companies, comply with Public Protection legislation by offering legal advice and where necessary act as a point of reference for other UK enforcement agencies. This can include advice to animal feed business operators
- Mentor professional trainees studying for their professional qualifications and to participate in their training including responsibility for their health and safety
- Contribute to and participate in the review and implementation of project work, surveys and sampling programmes.
- To maintain accurate records of actions on manual and computer systems. To ensure notebook records are contemporaneous and admissible as evidence under the Police and Criminal Evidence Act (PACE)
- To provide education and training by facilitating and lecturing on courses and seminars, organising and providing subject specific training for particular groups. Identify opportunities for promoting the service and representing the department. This includes food hygiene training,

training on animal health courses, training to new keepers and sessions to the general public on product safety

- To attend meetings of outside bodies and represent the council as necessary in matters relating to the post holders caseload and expertise. Attend regional meetings relating to specialty, meetings with farmers, markets, food premises
- Contribute to the planning, implementation and review of operational policies and priorities.
- Provide cascade training to staff, at all levels within the service, on new legislation following attendance at National/Regional courses and seminars

Specific requirements for this post:

- A significant proportion of the work done by the post holder may be carried out away from the office and frequently outside of normal office hours and in all weathers
- Having to access difficult locations during course of investigations e.g. attic spaces, climb through undergrowth, over fences or working on foot, including rough terrain
- Also manual handling in terms of lifting manhole covers during drainage investigations; working at height i.e. climbing ladders to inspect silos, handling of animals at market to check for lameness and reading of ear tags
- The premises visited can range from domestic properties to busy restaurants, to muddy fields, farms, construction sites and filthy and verminous premises and are likely to involve significant exposure to environmental pollutants that may require PPE to be worn,
- Providing the council's out of hours standby response to public protection emergencies and out of hours investigations - taking all necessary decisions, including legal action and revenue expenditure, as sole responsible person - the council's point of contact for emergency planning issues (Local Authority Incident Officer)
- To complete a minimum of 10 hours continuing professional development training in the relevant field per year.

Person Specification

Specific qualifications, knowledge, and skills required for this role:

Essential

- Specific professional/technical skills/ experience gained from BSc (Hons) or MSc in Environmental Health, Food, Health and Safety or Animal Science related subject or full Diploma in Consumer Affairs and Trading Standards (DCATS), or Diploma equivalent to NVQ level 5/6. DCA Certificate in Competence in Animal Health and Welfare and/or agriculture or Higher Food Certificate.
- Compliance with Section 18 guidance for health and safety.
- Section 40 of the Food Safety Act 1990 requires Food Authorities to comply with the Food Code of Practice in relation to authorised suitably qualified officers and defines the relevant suitable qualifications
- EHORB registration for food and health and safety work
- Some post qualification experience in the related field of work.
- High level of knowledge and ability to interpret the complexities of relevant public protection legislation
- Good diplomacy skills – being able to deal with difficult people and diffuse difficult situations

Desirable

- Relevant professional membership/registration

Career graded posts

This post does not form part of a career grade.

Supporting information

Driving classification	
Occasional driver A valid UK driving licence is not required. Occasionally may need to travel to different locations in order to undertake the duties of the role.	<input type="checkbox"/>
Regular Driver Must hold a valid UK driving licence (with no more than 6 penalty points) and have access to either their own car or a pool car in order to undertake the duties of the role unless other forms of transport are available and viable to perform the role, including public transport. Or a reasonable adjustment has been agreed.	<input checked="" type="checkbox"/>
Required Driver Must hold a valid UK driving licence (with no more than 3 penalty points) and will drive a vehicle supplied by the Council in order to undertake the duties of the role.	<input type="checkbox"/>
Employees should refer to the Corporate Driving at Work policy for further information.	

Political restriction	
This role is politically restricted. The job holder is not permitted to undertake political activity involving standing for election as a member of parliament, as a member of the Scottish or Welsh Parliaments, or as a local councillor. The job holder is furthermore not permitted to canvass on behalf of a political party or a person who is already, or who seeks to be, a candidate. In addition, they may not speak to the public or publish any written or artistic work that could give the impression they are advocating support for a political party	<input type="checkbox"/>
This role is not politically restricted	<input checked="" type="checkbox"/>

Professional fees and related occupational costs	
As part of this role, or to support professional development, the job holder is required to be a member of a professional body or association. The job holder is responsible for payment of all professional fees, memberships, registrations or subscriptions and no reimbursement or contribution towards these will be provided by the council	<input type="checkbox"/>
This role does not have any professional or occupational membership requirements	<input checked="" type="checkbox"/>

Clearances – Disclosure & Barring Service (DBS)	
This role will be engaged in 'regulated activity' providing specific services relating to children or vulnerable adults and is subject to a Disclosure from the Disclosure and Barring Service.	<input type="checkbox"/>
This role is exempt from the Rehabilitation of Offenders Act 1974 and will require an Enhanced DBS check before appointment can be confirmed. (Trading Standards Team only)	<input type="checkbox"/>
This role is exempt from the Rehabilitation of Offenders Act 1974 and will require a Standard DBS check	<input type="checkbox"/>
The role requires a Basic DBS check to check for convictions and cautions that are considered to be unspent under the terms of the Rehabilitation of Offenders Act 1974.	<input type="checkbox"/>
This role is not subject to a Disclosure from the Disclosure and Barring Service in order to undertake the duties of the role.	<input checked="" type="checkbox"/>

Clearances – Baseline Personnel Security Standard (BPSS)	
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This role requires access to the UK government Public Services Network (PSN) and is subject to a BPSS check	<input type="checkbox"/>
This role is not subject to a BPSS check	<input checked="" type="checkbox"/>

Clearances – Non-Police Personnel Vetting (NPPV)

This role requires working in partnership with the police, and/or having access to Police related systems and is subject to a NPPV check at level 2* . (*regular access to police premises and police information, intelligence and financial or operational assets. Occasional access to those deemed 'secret').	<input type="checkbox"/>
This role requires working in partnership with the police, and/or having access to Police related systems and is subject to a NPPV check at level 3* (*regular unsupervised access to police premises and/or access to police information and/or information systems and/or hard copy material either on police premises or by remote access up to "secret" level. A level 3 includes a check on you, your spouse/partner, co-residents, and all family members).	<input type="checkbox"/>
This role is not subject to a NPPV check	<input checked="" type="checkbox"/>

Safeguarding

For all roles within Children's Services. Wiltshire Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and all staff are expected to share this commitment. You will be expected to report any concerns relating to the safeguarding of children, young people or vulnerable adults in accordance with agreed procedures. If your own conduct in relation to the safeguarding of children, young people or vulnerable adults gives cause for concern, the council's agreed child protection/vulnerable adults protection procedures will be followed.	<input type="checkbox"/>
For all roles within Adult Social Services. Wiltshire Council is committed to safeguarding and promoting the welfare of vulnerable adults and all staff working for the council are expected to share a commitment to this. You will be expected to report any concerns relating to the possible abuse of a vulnerable adult in accordance with the agreed interagency safeguarding adults' procedures. If your own conduct in relation to the safeguarding of vulnerable adults gives cause for concern, the council's agreed interagency safeguarding adults' procedures will be followed, alongside implementation of the council's disciplinary procedure. The job holder is accountable for their safeguarding of vulnerable adult responsibilities to their line manager.	<input type="checkbox"/>
For all other roles within the council. Wiltshire Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and all staff are expected to share this commitment. You will be expected to report any concerns relating to the safeguarding of children, young people or vulnerable adults in accordance with agreed procedures. If your own conduct in relation to the safeguarding of children, young people or vulnerable adults gives cause for concern, the council's agreed child protection/vulnerable adults protection procedures will be followed.	<input checked="" type="checkbox"/>