

ROLE PROFILE

Job family	Regulation & Technical	Role profile number	RT11-1418	Grade K
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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.

The most common grade for professional level posts across the organisation. Grade K posts are higher in 'Creativity & Innovation' and 'Decisions', with a requirement for problem solving higher than grade J posts. These posts are required to give recommendation and implementation of solutions which have a direct impact on relevant stakeholders. These posts require not only a relevant professional qualification, but also practical experience of applying the skills obtained through study, in the workplace.

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 or equivalent experience/skills. ITQ 2 or equivalent skill and ability demonstrating significant experience in related IT systems. Professional qualification in area of specialism Licence / certificate / qualification required for the role.
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	Apply professional knowledge and experience to interpret and recommend policy, resolve complex issues, proactively anticipate problems and deliver solutions which enhance the quality and efficiency of services. Responsible for meeting performance standards within a policy framework and regulatory guidelines. Considerable scope to exercise initiative in taking action - within the boundary of well-defined policies. Contribute to long term strategies. Act as an expert witness for the council at inquiries / court etc. Produce, often complex technical plans, designs and / or specifications within area of specialism Take appropriate action to ensure / enforce compliance with regulations Undertake the full range of registration duties, conducting legal and civil proceedings as required. Issue licences / registrations / prohibition notices or other authorisations Agree objectives and standards to meet, within Business plan. Monitor and evaluate activities / performance Where appropriate, support partners to implement authorised enforcement decisions and improvement notices

Factor	Relevant Job Information
	Determine how issues should be approached within area of responsibility by undertaking research and consultations where problems are not always clear and easy to resolve. Design and develop solutions through use of practical experience, theoretical knowledge and original thinking, within policy. Recommend and develop new procedures / improvements within work area. Provide independent advice in areas of knowledge and draft specialist advice for approval by senior colleagues Plan and carry out a range of tests / inspections / surveys / assessments / evaluations / audits. Plan and organise work programmes to ensure that timescales and targets are achieved.
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. Liaise with other organisations / stakeholders to share information. 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. May have to appear in court / inquiries to present evidence. Solicitors / court officials when presenting evidence Build and maintain effective working relationships at all levels. Deal with people at all levels confidently, sensitively and diplomatically.
Decisions – Discretion & Consequences	Using general guidelines and utilising a wide range of relevant information, make decisions which impact on the whole organisation. Advice is not normally available. Assess the options and take appropriate action, where only general guidelines exist. Decisions to ensure outcomes are achieved which serve the best needs of the customer and as a consequence can result in improved services. The consequences of the decisions will have a significant effect across the organisation. Investigate compliance / legal issues within area of responsibility; determine the data and tools /techniques required. Plan and carry out tests / inspections / surveys /assessments / evaluations / audits. Identify issues, resolve as appropriate and when escalating complex problems provide recommendations. Assess and mitigate any risks associated with the recommendations made. Collate, process and analyse information / evidence using the appropriate systems. Ensure all records and information are maintained correctly. Research and evaluate current issues, developments, good practice and legislation changes in work area. Prepare and present reports /plans / recommendations / responses / results / other information / documentation as required Ensure compliance with safe practice and the legal use/operation of specialist equipment and / or facilities / premises. Contribute to the development and implementation of policies and procedures Support the design and delivery of communications / promotional material / activities as required. Be a main member of small specialist projects or improvement programmes, or contribute to the delivery of larger projects Co-ordinate the preparation of tenders and contracts. Co-ordinate the award and monitoring of grants by the council. Following approval procedure, arrange with contractors / suppliers for work to be carried out. Assist with the preparation and submission of bids for short and long term funding
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	Work may require some physical effort. Majority of work may be performed outside in all weathers or exposure to moderate noise or dirty or difficult and unpleasant surroundings / conditions. Work potentially involving some risks due to nature of activities being provided and / or environment or public / customers.

Factor	Relevant Job Information
Our Identity	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. 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
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-UK nationals must have the relevant approval; to work in the UK from the Home Office. Copies of any relevant documents provided as proof of right to work 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:	Environmental Health Officer / Trading Standards Officer	
Role profile family:	Regulation & Technical	
Role profile number and grade:	RT11-1418	Grade K
Number of posts:	16	
Service/Team:	Environmental Health / Trading Standards	
Reports to:	Public Protection Team Leader or Trading Standards and Animal Health 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 Public Protection Service includes Community Safety/Anti-social behaviour, Licensing, Trading Standards and Animal Health, Environmental Control and Protection, Food and Safety, and Pest Control;
- The teams within the service deliver a wide range of regulatory functions using a range of approaches from advice and support to enforcement.
- Working closely with the public health team we will aim to coordinate and integrate our services

Job Purpose

To carry out a full range of public protection duties as may be required, including environmental health, trading standards and animal health in one of a number of teams to ensure the effective provision of a range of high quality services within the Public Protection Service. These duties will be carried out both within the specific responsibilities of the team as listed below, and also from time to time across the wider public protection service

The specified teams are as follows:

- Public Protection Food and Safety
- Public Protection Environmental Control and Protection
- Public Protection Pest Control
- Public Protection Trading Standards and Animal Health
- Public Protection Safer Communities
- Public Protection Licensing

To be responsible for the day to day 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, or 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, house to house collections, licensing act, motor salvage operators, personal licenses, pet shops, petroleum, riding stables, street trading, taxis, 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, pest control, community safety, anti-social behaviour reduction and emergency planning functions.

To act as Lead Officer in a specialist area(s) of work supporting the Team Manager by interpreting legal issues and giving guidance to public protection officers, residents and businesses

A significant proportion of the work done by the post holder is carried out away from the office and frequently outside of normal office hours.

To be an authority on all law and legal practice in a specialist area of public protection.

To provide specialist advice to members and committees on public protection and quasi-judicial licensing functions.

Specific duties and responsibilities include:

- To cover Environmental Health (EH) or Trading Standards (TS) duties relevant to one of the PPS teams covering the Wiltshire Council's area. Enforcing a range of legal powers and duties.
- To conduct inspections of a specified range of premises especially to premises with high and medium risk rating to ensure compliance with all environmental health and Trading Standards legislation.
- To respond to complaints and enquiries by investigation or advice as necessary. To use professional judgement to determine and implement consequent enforcement action.
- Lead officer in a specialist area of work. Responsible for the upkeep and maintenance of specialist equipment to legal standards.

- 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.
- Direct, mentor and motivate trainee, graduate and apprentice Environmental Health Officers, Trading Standards and Technical Officers studying for their professional qualifications and to participate in their training including responsibility for their health and safety.
- 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). Responsible for the upkeep and maintenance of specialist equipment to legal requirements.
- Conduct and co-ordinate complex criminal investigations (resulting from complaints, inspections and officer initiative) determining action necessary from service of notices, organisation of works in default and preparing files for prosecution. To attend court as an expert witness
- 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 carry out monitoring, inspections etc outside of office hours, often at weekends, at night or early in the morning.
- Initiate, lead, contribute to and participate in the planning, implementation and review of project work, surveys and sampling programmes. Post holder may lead projects to determine compliance with Public Protection legislation. The post holder is expected to take responsibility for key aspects of certain projects including implementation of new legislation strategies and campaigns.
- Planning, creating, designing and implementing a project, survey or inspection technique, including designing the protocol, which feeds into the service plan.
- Assist in the preparation of Specific Service Plans and assist in developing and maintaining enforcement and procedure manuals.
- Represent the Department by giving talks to various bodies and participating in press interviews to radio, TV and newspapers as required, and identify opportunities for the effective promotion of the service.
- 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.
- Participate in producing risk assessment and drafting safe working practices to ensure the health and safety of staff and public.
- To attend meetings of outside bodies and represent the council as necessary in matters relating to the post holders caseload and expertise.
- 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
- Training responsibility for trainee Environmental Health and Trading Standards Officers and Enforcement Technical officers, mentoring and motivating trainee, graduate and apprentice public protection officers studying for professional qualifications.
- Post holder may be accompanied on visits by a student or work experience student and post holder would be responsible for them whilst away from the office. Students: one year contract daily contact, and supervision of children used in underage sales test purchases.
- Post holder may temporarily direct contract staff from another organisation eg contracted

EHO, work experience students

- Providing practical advice specific to individual businesses suggesting systems to meet legislative requirements e.g. design of sampling or monitoring regimes, Post holder will determine most appropriate course of action to resolve a wide range of Environmental Health and Trading Standards issues and draft legal notices, letters, produce schedules of work and evaluate success of method.
- Determines the appropriate offences to investigate and the most appropriate action to resolve Public Protection issues such as drafting legal notices, letters, schedules of work, obtaining evidence and reporting offences in consultation with the team manager.
- There is wide discretion and empowerment for 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. Post holder interprets legislation, work policies and procedures on a daily basis. The Post holder provides a professional opinion in the field and makes decisions, frequently remote from the office without reference to anyone else or direct colleague support. 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.
- Ordinarily a manager will be available for the post holder to discuss via telephone specific cases. However, occasionally in out of hours situations the officer is the sole authority e.g. if a statutory nuisance, health & safety or food safety incident requires immediate legal action. There is no manager available for advice out of hours and the EHO/TSO on-call has sole authority and responsibility to make decisions such as taking formal action on behalf of the authority. This could involve seizing items, closing premises or cautioning and reporting offences.

Specific requirements for this post:

- The post holder is predominantly subject to lone working.
- The post holder will take part in the council's out of hours service.
- The Post holder visits and inspects premises, frequently at night and in all weather conditions and can be called upon to work a range of antisocial hours.
- The post holder visits domestic homes, business and agricultural locations, construction sites, institutions, a range of businesses, filthy and verminous premises etc, meeting a wide range of people, who can at times be aggressive.

Person Specification

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

Essential

- Specific professional /technical skills/experience gained from BSc/ MSc Hons. Degree in Trading Standards or Environmental Health
- Degree/MSc in Environmental Health or Diploma in Trading Standards – statutory requirement to be able to enforce all environmental health and trading standards legislation.
- Newly qualified EHO to have or working towards completing a professional Logbook/ Portfolio of Professional Practice (PPP) showing competency in the field. It is undertaken over a period of a year normally end on after obtaining the degree.
- EHORB- Environmental Health Officers Registration Board, for full authorisation to undertake all official controls for food safety defined by food law Codes of Practice if undertaking food safety inspections..
- Professional exams and interviews must be undertaken as well and at the end EHORB registration is achieved.
- High level of knowledge and ability to interpret the complexities of all public protection legislation
- Good diplomacy skills – being able to deal with difficult people and diffuse difficult situations
- To show evidence/experience of communicating clearly to a range of audiences
- To show evidence/experience of establishing credibility for staff, politicians and key stakeholders
- To show evidence/experience of working as part of a team
- To show evidence/experience of building productive relationships with external organisations and stakeholders
- To show evidence/experience of planning, organising and prioritising work
- Technical and numeracy skills to operate equipment and software packages used in the delivery of public protection services
- Ability to work flexibly with changing priorities
- Expectation that will do out of hours working on a time for time basis – no overtime paid

Desirable

- Membership of professional institute (CIEH, CTSI or similar)
- An EHORB registered Practitioner must complete 20 hours continuing professional Development training each year and a Chartered Practitioner 30 hours. The Chartered Institute of Environmental Health require an annual return from Chartered members and may be subject to auditing of training records on an ad hoc basis.
- Some post qualification experience in the relevant field of work

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.

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Regular Driver

Must hold a valid UK driving licence 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 unless a reasonable adjustment has been agreed.

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Required Driver

Must hold a valid UK driving licence and will drive a vehicle supplied by the Council in order to undertake the duties of the role.

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Employees should refer to the Corporate Driving at Work policy for further information.

Driving trigger points

The trigger points set out below, regarding driving licence points and at-fault accidents, apply to all staff who drive on council business.

Trigger Points	Corrective Driver Training Course or further action	Additional corrective training if appropriate or further action
Points on driving licence	6	9

Trigger Points	Discussion and advice on expected driving standards	Corrective Driver Training Course or further action	Additional corrective training if appropriate or further action
At fault accidents within a two-year period (whether work or personal)	1	2	3

Job applicants who drive must have 9 or less points on their driving licence, and must have less than 4 at fault accidents within a two-year period. If they meet the trigger points, they will be subject to the actions outlined in the table above.

If holding a valid licence, occasional drivers will need to declare penalty points and no-fault accidents as requested. Depending on the role, decisions as to whether this might either affect appointment or require corrective driver training, will be made case by case.

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	☐
This role is not politically restricted	☒

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	☐
This role does not have any professional or occupational membership requirements	☒

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.	☐
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 Officer)	☐
This role is exempt from the Rehabilitation of Offenders Act 1974 and will require a Standard DBS check	☐
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.	☐
This role is not subject to a Disclosure from the Disclosure and Barring Service in order to undertake the duties of the role.	☒

Clearances – Baseline Personnel Security Standard (BPSS)	
This role requires access to the UK government Public Services Network (PSN) and is subject to a BPSS check	☐
This role is not subject to a BPSS check	☒

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').	☐
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).	☐

This role is not subject to a NPPV check	☒
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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.	☐
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.	☐
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.	☒