

Job Description

Job Title	Technical Officer
Grade	PO2
Reporting To	Operations Manager
JD Ref	OPS0014G

Purpose

Provide specialist technical support within the Environmental Health Service by carrying out investigations, inspections, providing advice, and taking relevant enforcement action where necessary including court proceedings.

Main Duties And Responsibilities

Behavioural

- Enjoy, achieve, create impact, and thrive in the role and organisation.
- Live our values in the role and organisation.

Service Specific Duties & Responsibilities

- Specialise in at least one of the many disciplines within Environmental Health such as:
 - District; Housing Public Health and Drainage Law.
 - Pollution Control; Investigation of statutory nuisance including noise nuisance and use of noise recording equipment.
 - Food Safety; Commercial inspections. Specifically, you will be required to carry out inspections of high-risk premises, investigate cases of infectious diseases and food poisoning, give new business advice, and investigate complaints in connection with food and food premises. Also, to carry out food, water and environmental sampling where required.
 - Animal Welfare; Animal Boarding Establishment inspection, farm inspections & stray dog collection.
 - Health & Safety; Enforcement of H&S legislation, inspection of premises licensed for tattooing and piercing and investigation of accidents under RIDDOR.
- Investigate service requests referred to Environmental Health and respond to the requests within designated timescales as outlined in the Environmental Health Business Plan.

- Prepare quotations and 'price up' work, ensure that any necessary works in default are undertaken in accordance with corporate procurement rules and process the work to enable costs to be recovered by the service.
- Gather evidence and ensure that it is stored securely (where necessary) in accordance with legislation, guidance, and service procedures.
- Undertake interviews of suspects in accordance with the provisions of the Police and Criminal Evidence Act 1984 and associated guidance and internal procedures.
- Prepare prosecution files and attend court hearings to provide evidence when taking formal legal action.
- Assist and supervise the work of trainees and students who are placed in the team to enable them to gain the necessary experience to fulfil their roles within the service and gather the necessary experiences to complete the CIEH portfolio.
- Work outside of normal working hours on occasions when undertaking food hygiene inspections, noise monitoring etc.
- Install into premises complex noise monitoring equipment and then analyse the data obtained from the equipment using specific software in order to establish if offences have been committed under the Environmental Protection Act 1990.
- Undertake special projects under the general supervision of the Principal Environmental Health Manager or Operations Managers.
- Assist in service improvements by reviewing procedures under the general supervision of Environmental Health Officers and or Operations Managers.

Communication, Engagement and Training

- Liaise with external Stakeholders such as contractors, the Fire Service, FSA, UKHSA, APHA, DEFRA, UU, EA etc and attend meetings and represent the service at such meetings.
- Work collaboratively with other council services such as the Housing Standards Team, Legal Services, the Anti-Social Behaviour Team, and Adult Social Services for example.
- Attend relevant training and courses identified to update knowledge and skills as required.
- Interpret, explain, enforce legislation, and offer education, guidance and training to businesses and members of public.

Data Analysis and Decision-Making

- Work independently with minimal supervision and utilise problem solving and decision-making skills to inform actions and determine if enforcement action is required in any given situation.
- Ensure that the Environmental Health database is maintained with up-to-date information.

Compliance

- Adhere to and comply with all relevant corporate policies and procedures including Health & Safety, General Data Protection Regulations (GDPR), Corporate Governance and Code of Conduct.
- Ensure that all service initiatives adhere to relevant legislation, policies and practices.

Other

- Any other duties commensurate with the grade.



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Role Specific Knowledge, Experience And Skills

Qualifications

- Appropriate qualification in at least one Environmental Health related field such as Housing, Statutory Nuisance, Food, Health and Safety or Animal Health or relevant experience or a commitment to work towards an appropriate qualification.

Knowledge & Skills

- Willingness to learn new areas of work in a further related Environmental Health discipline.
- IT literacy.
- Excellent written and verbal communication skills and ability to influence the behaviour of others.
- Ability to work with minimal supervision and to a high level of accuracy.
- Effective time management skills and the ability to prioritise complex workloads.
- Excellent negotiation skills.
- Excellent problem-solving skills.
- Is able to make on the spot decisions with great accuracy.
- Able to work as part of a team.
- Commitment to continuous service improvement.
- **Desirable – An understanding of the relationship and interaction between relevant statutory agencies.**

Experience

- Experience of dealing with complaints received by members of the public.
- Producing written reports.
- Commitment to service improvement.
- Collaborative working with partners.
- **Desirable - Experience of undertaking formal enforcement action, undertaking PACE interviews and preparing prosecution files.**
- **Desirable - Interpretation and the enforcement of legislation.**
- **Desirable - Inspecting domestic premises for the purpose of identifying repairs.**
- **Desirable - Investigations related to drainage defects.**
- **Desirable - Investigations related to public health nuisances (pests, refuse, noise, and odours).**
- **Desirable - Preparing schedules of repair or required remedial work.**
- **Desirable - Enforcing legislation, serving notices and Fixed Penalty Notice's.**
- **Desirable - Preparing complex and technical reports.**
- **Desirable - Experience of carrying out inspections or investigations for the purpose of undertaking a regulatory function.**



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Additional Information

- Ability to travel across the Borough and work from various locations using own vehicle.
- Work hybrid, with a flexible working approach to accommodate service needs.
- On occasion, able to work outside traditional hours, of a weekend and evening as required, adopting a flexible working approach in response to business requirements.

Health & Safety Considerations:

- Moving or handling heavy loads
- Working with dust or fumes
- Working at Heights
- Working with sewerage
- Lone working
- Working outside
- Work with VDUs (Video Display Unit) (>5hrs per week)
- Foods Handling
- Driving duties
- Exposure to persons with challenging or aggressive behaviour

**Approved By: Mike Cockburn Assistant Director – Climate
Emergency & Environment**

Date Of Approval: 21st March 2026



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