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| **BATH & NORTH EAST SOMERSET COUNCIL - JOB DESCRIPTION** |
| **DIRECTORATE** | **Place Management** | **POST NO: 59005** |
| **POST TITLE**  | **Food Safety/ Health and Safety/Trading Standards / Contact Tracing) OFFICER/SENIOR OFFICER (Level 1 and 2)** | **GRADE:** **Level 1- Grade 7****Level 2- Grade 8** |
| **RESPONSIBLE TO: Team Manager Safety and Standards** **Specialist Officer – Food**  |
| **REPORTING TO THIS POST: None**  |
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**1. PURPOSE OF JOB**

1.1 The primary purpose of this post is to assist in the provision of specialist services within the Building Control and Public Protection service.

1.2 As part of a team to undertake specialist or technical activities that require academic and practical knowledge gained through formal qualifications and relevant work experience.

1.3 Be responsible for the delivery of a professional service, working as part of a collaborative team with shared overall responsibility for the delivery of effective and efficient services.

The Council has a set of Corporate values (Bold, Empowered, Supportive and Transparent) which underpin everything we do and all of our staff are expected to behave in a way that aligns with our values, please see Section 3 for further information.

**2. PRINCIPAL ACCOUNTABILITIES**

**Service Delivery**

**Level 1:**

* 1. Provide advice to customers about compliance, legislation, regulation, policies and technical issues ensuring that effective customer relationships are established and maintained, advice provided is understood, accurate and any risks and benefits are identified

2.2 With the support of a senior post holder, plan and organize own work programmes ensuring that work is completed to set time scales and that service level agreements are attained

2.3 With support from a senior post holder assist in investigations into alleged customer complaints and criminal offences

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1. Conducting formal interviews
2. Obtaining witness evidence including from technical/expert witnesses.
3. Seizing goods, documents and other evidence by virtue of search warrants or statutory powers.
4. Preparation of legal case files for consideration by Senior Managers and Legal Services.
5. Giving evidence in Court (Magistrates and Crown Courts).

2.4 Identify and review data and any analysis required to assess problems

2.5 Under the guidance of a senior post holder prepare and present reports within set time scales to meet Council guidelines

2.6 Be the Council’s expert witness as and when required

2.7 Under the guidance of a senior post holder, prepare and serve Improvement Notices, and support the execution of warrants and seizure of equipment, unsafe products and unfit food

2.8 Under the guidance of a senior post holder, promote and assist the business support agenda, including paid for services

* 1. Represent the Service as required, including attendance at internal and external meetings.

**Level 2 – In addition to the responsibilities listed above:**

* 1. Provide bespoke advice to customers on interpreting and applying policies and technical principles including the achievement of legal compliance; ensuring that effective customer relationships are established and maintained; advice is clear, accurate and provided promptly
	2. Ensure the Council (through escalation to senior postholders), is made aware of any implications, risks, benefits. Identify and negotiate successful solutions
	3. Prepare and present reports on cases or issues, resolving any queries from consultees and ensuring that they are completed on time and meet Council Guidelines
	4. With a senior postholder plan and organise projects and cases to support Council Priorities, and achieve defined policy/technical outcomes in accordance with agreed deadlines
	5. Analysing statistical data and completion of a range of Annual returns for central government and other organisations
	6. Where appropriate provide team members with technical advice and guidance
	7. Prepare and serve both Improvement and Prohibition Notices, together with the planning and execution of warrants and seizure of equipment, unsafe products and unfit food

**Management**

* 1. . With a senior postholder, ensure the effective and efficient implementation of Council policies and the achievement of the Council's objectives, including financial ones
	2. With a senior postholder participate in the formulation of detailed team objectives and policies
	3. Where appropriate, carry out supervisory roles involving other team members

**Working in a team**

* 1. Contribute to co-operative working across services and cross–service initiatives in accordance with the Council's Vision and Values
	2. Assist in ensuring services are responsive to community needs and that equal opportunity and health and safety issues are identified and addressed effectively
	3. Contribute to effective team working ensuring that records are current and accurate and team members are kept up to date with any issues or developments

 **Service Development and/or Delivery**

* 1. With the Team Manager, participate in the formulation of detailed team objectives, policies and plans
	2. Assist in ensuring effective external and internal working relationships are established and maintained with organisations and agencies relevant to the work of Public Protection Service
	3. Ensure effective communication with colleagues, stakeholders, external partners, customers and service users and the general public and others as appropriate

**Other**

* 1. Adopt a proactive approach to developing and maintaining excellent relationships and communication channels with a wide range of contacts including managers, external clients and suppliers, staff and employee representatives
	2. Prioritise and manage a caseload with the minimum of supervision
	3. Participate in project activity and lead on specific projects or pieces of work on behalf of a senior postholder, taking responsibility for the achievement of outcomes within required timescales
	4. Ensure conformance to equal opportunity and data protection policies
	5. Learn and develop technical skills, knowledge and competencies, sharing these with colleagues to benefit the Service
	6. In line with the code of conduct, behave in a professional manner at all times

**3.VALUES AND BEHAVIOURS FRAMEWORK: Improving People’s Lives**

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|  | We are *bold* in our approach, set aspirational goals for ourselves and create innovative solutions to tackle problems and adapt to changing circumstances. This value demonstrates that we are proactive, take action and deliver outcomes which improve people's lives.  |
|  | We *empower* our staff and the people of Bath and North East Somerset so that they have the confidence and ability to find solutions for themselves and others. This value demonstrates how we develop our staff so that they are knowledgeable, are trusted to make decisions, able to challenge us and have the authority to be enablers. |
|  | We are ***supportive*** and work together to build trusting relationships. Our staff give help and encouragement to the people of Bath and North East Somerset and each other. This value describes how we are curious, collaborative and care for each other, our residents and the environment. |
|  | We are **transparent**, honest and accountable. This value demonstrates that we act with integrity, are open to criticism, are honest about our mistakes and want to improve and do better so that we deliver on our promises. |
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These Values are underpinned by a set of behaviours for all staff, managers, and leaders. These Values and Behaviours are used to support and inform our recruitment decisions, staff development and organisational behaviour.

**4. DIMENSIONS**

4.1Enforcement Actions include closure of businesses, seizure of goods and records, improvement notices, and Offences carrying sentences including unlimited fines and/or 10 year imprisonment.

4.2 This postwill work within a designated service portfolio with a high degree of diversity with variable workforce compositions, business needs and priorities.

4.3 Workforce size within each portfolio is between 680 and 900 staff, excluding casuals.

4.4 Flexible working arrangements mean that post holders may also work elsewhere in the Building Control and Public Protection Service as required.

**5. PHYSICAL EFFORT AND WORKING ENVIRONMENT**

5.1The post-holder will be expected to work/be available outside normal office hours including weekend and evening work. More coverage at events and business operations outside of normal working hours will be required going forward. It is expected that staff will take part in these arrangements and this will be compulsory.

5.2 It will be infrequently necessary for the post-holder to experience some physical efforts and strains, such as bending, stretching and lifting, over and above the normal experience in a day-to-day office. This may result because of delivery of services in business premises and in animal boarding establishments, etc.

5.3 There will be times when the officer will need to work from heights and climb ladders, there will also be times when the officer will have to walk across fields and uneven ground carrying sampling or other equipment.

**6. GENERAL**

6.1 Undertake such other duties and responsibilities as are specified by the Head of Service and are commensurate with the level of the post.

6.2 This job description is not a complete list of duties but gives a general indication of the range of work undertaken. It will vary over time as demands and priorities change. The team structures within the ***service*** operate with a high degree of collaboration and flexibility, individual service portfolios may therefore change over time and post holders are expected to undertake any other duties commensurate with the general level of responsibility of the post.

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|  **PERSON SPECIFICATION** |
| **POST TITLE** |  |
| **QUALIFICATIONS:** | **Essential** | **Desirable** |
| **Level 1**Vocational qualification or experience to level 4 or above, relevant to the one or more of the service areas.Approved professional qualification relevant to the area of work or extensive practical experience of working within the service area, giving rise to a variety of technical skills and sound understanding of the standards, legal responsibilities, work practices and processes relevant to the role. This will be either:* Diploma, Degree or MSc in Environmental Health
* Membership of appropriate professional body.

OR * Core Skills in Consumer Affairs and Trading Standards (CSCATS)
* or Diploma in Consumer Affairs & Trading Standards Or
* Trading Standards Quality Framework
* Membership of appropriate professional body.
* Able to satisfy the assessed standards of competence.

**Level 2*** Able to satisfy the assessed standards of professional competence laid down by the CIEH , CTSI or equivalent .
* Diploma in Consumer Affairs and Trading Standards Vocational qualification or experience to at least level 5 or above, relevant to the service user group or equivalent experience to give an in-depth level of knowledge necessary to undertake the most complex cases.

Eg An approved professional qualification relevant to the area of work and practical experience of working within the technical service giving rise to a variety of technical skills and thorough understanding of the principles of the services available, work practices and processes.i.e. Achievement of an appropriate technical/professional qualification prior to progression i.e Post Grad Dip in H&S, Environmental Health Portfolio of Professional Practice, Public HealthQuality Assurance lead assessor | **X****X****X****X** |  |
| Supervisory qualification (i.e. ILM Level 3, Certificate in Management, etc) |  | **x** |
| **PERSONAL QUALITIES** |
| Strong team player who with a collaborative work style | **x** |  |
| The ability to be proactive, think creatively and identify development opportunities and continuing ways of improvement | **x** |  |
| Strong influencing and negotiating skills | **x** |  |
| Ability to cope with conflicting demands and deadlines |  |  |
| Ability to assimilate new information quickly |  |  |
| Understand our Values and behave in a way that is consistent with them.  |  |  |
| **KNOWLEDGE & EXPERIENCE** |
| **Level 1**Knowledge and understanding of technical standards, safe working practices and legislation for service areas.Investigation of a range of criminal offences and unsafe working practices.Inspection of a wide range of businesses/business premises.Provision of legal advice to businesses. | **X****X****X****X** |  |
| **Level 2**Significant experience of working with the most complex and challenging areas of the service.A comprehensive knowledge of legislation and professional codes of practice for the service area.Detailed knowledge of criminal investigation techniques and controls.Detailed knowledge of relevant legislation Understanding of financial constraints and monitoring budgetsCompletion of complex criminal investigations.Planning, preparing and undertaking enforcement operations/surveys/projectsExperience of supervising others within the same field of work | **X****X****X****X****X****X****X****X** |  |
| **SKILLS & ABILITIES** |
| **Level 1** Ability to analyse designated areas of work and make decision to improve them.Ability to engage with businesses and partner agencies within the relevant codes of practice Ability to prepare & present evidence clearly and confidentlyAbility to manage/organise own work to meet agreed deadlinesAbility to undertake criminal investigations, including;witness statements, Interview of suspectsAbility to inspect businesses for compliance. |  |  |
| **Level 2**Ability to collect and collate evidence and present findings in court as the acknowledged subject expert.Ability to manage/organise own work and that of colleagues to meet agreed deadlines |  |  |

**SERVICE PORTFOLIO/SPECIFIC ACCOUNTABILITIES**

**Schedule**

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| **Level 1** |
| **Trading Standards** 1. Under the guidance of the Team Leader conduct investigations into alleged criminal offences and/or unfair trading practices, including;1. Confronting and challenging alleged offenders/traders.
2. Conducting formal interviews of alleged offenders at Police Stations, Public Protection offices or on trade premises.
3. Obtaining witness evidence including from technical/expert witnesses.
4. Seizing goods and documents by virtue of search warrants or statutory powers.
5. Preparation of legal case files for consideration by Senior Managers and Legal Services.
6. Giving evidence in Court (Magistrates and Crown Courts).

2. Conduct programmed and reactive inspections of local businesses and business premises to ensure compliance with consumer protection legislation, including;1. Sampling and testing of products and services.
2. Assessing products, services and trading practices for compliance with legislation and associated codes and standards.
3. Inform the Team Leader / Manager where the non-compliances are detected, and assist with taking the appropriate course of action

3. Provide practical support and technical/legal advice to large, national and international businesses based in Bath and North East Somerset, including;1. Approval of product composition and labeling prior to release onto the market,
2. Approval of advertising campaign content and design prior to launch
3. Inspection and testing of products in production or supply chain,
4. Provision of advice/opinion in writing, by phone and in person including during site visits,
5. Receipt of queries and complaints from other local authorities concerning the products, services or trading practices of a Bath and North East Somerset based company.

4. To provide legal advice to other local businesses to assist compliance with trading and consumer protection legislation.5. Undertake research into relevant consumer and community protection and/or business and industry related issues to inform future Trading Standards activity.**Food and Health & Safety**1. Under the guidance of the Team Leader conduct programmed and reactive inspections of lower risk local businesses to ensure compliance with environmental health and health and safety legislation, including;1. Sampling and testing of products, services and operating environment.
2. Assessing premises and working practices for compliance with legislation and associated codes and standards.
3. Inform the Team Leader / Manager where the non-compliances are detected, and assist with taking the appropriate course of action
4. Investigation of infectious disease cases and outbreaks

2. Provide practical support and technical/legal advice to large, national and international businesses based in Bath and North East Somerset, including;1. Approval of operating processes and procedures,
2. Inspection and testing of products in production or supply chain,
3. Provision of advice/opinion in writing, by phone and in person including during site visits,
4. Receipt of queries and complaints from other local authorities concerning the products, services or operating practices of a Bath and North East Somerset based company.

3. To provide advice to local businesses to assist compliance with legislation, codes of practice and statutory guidance. **Contact Tracing*** Implement the tracing activities of the Local Outbreak Management Plan, co-chairing relevant groups and working alongside key partners across the sector to deliver the aims
* Provide advice to identified businesses and services on implementing PHE guidance, carrying out risk assessments and environmental control measures
* Follow up complaints relating to non-compliance with PHE guidance
* Advise and act on the local authority’s legal powers under public health, environmental health or health and safety laws which allow the temporary closure of public spaces, businesses and venues for a specific reason and period
* Deliver presentations and training to a variety of businesses and settings on, eg, implementing PHE guidance, outbreak control, contact tracing
* Contribute to delivery of national and local Covid-19 related campaigns
* Advise on compliance, enforcement, service regulations and codes of practice to relevant COVID-19 programme developments, following national and local guidance.
* Support officers and managers across the Council, Public Health England and community leaders to identify and respond to any local incidents we become aware of, ensuring standard operating procedures are followed.
* Contribute to contact tracing in complex situations as required in, supporting the specialist contact tracing team in PHE’s Health Protection Team and working with the LRF and other LAs as needed for cross-border issues
* Be on Covid on call rota as required

**Environmental Protection**1. To act as an authorised officer and ensure that provisions of relevant Acts, Regulations, bylaws, codes of practice etc., are enforced under the guidance of the Environmental Protection Manager and Specialist Officer, and that enforcement action is carried out in accordance with agreed performance targets, Council policies, Service procedures and relevant government guidance. Examples of the areas of enforcement action will include:
* statutory nuisance
* noise control at events
* environmental permitting
* private water supplies
* other air and water quality issues such as drainage and smoke control
* unauthorised camping
* pest control
1. Undertake complaint investigations and take appropriate action in accordance with Council Policy and internal procedures.
2. Prioritise and manage a caseload with the minimum of supervision.
3. Prepare and maintain records, reports, correspondence, statistical data, returns and statutory notices using computer based systems.
4. Provide advice and information by use of different media to customers, stakeholders, partner agencies and local businesses on complying with relevant legislation and achieving best practice.
5. Under the guidance of the supervising officer prepare reports and statements of evidence for both legal and committee proceedings and attend Court.
6. Transport, install and use technical equipment for the purpose of gaining evidence in investigations. Interpret and apply the results of the monitoring to assist in the resolution of complaint investigations.

**Environmental Monitoring**1. With the Manager, produce detailed complex annual reports, in accordance with Government Technical Guidance, with regard to air quality across the whole district ready for submission to DEFRA and Cabinet Members for approval
2. Where air pollution has been identified as exceeding government guidelines, assist in the preparation of formal reports to the relevant Cabinet Members and Council and contribute to the delivery of public consultation with the local community, government agencies and statutory consultees on the development of an Air Quality Management Area(s). Assist in the preparation of reports to Council with a recommendation that an Air Quality Management Order is adopted for that area(s).
3. In the area(s) where the Council have declared an Air Quality Management Area, contribute with technical aspects of the work. . Assist in providing a report to the Council’s Cabinet for their approval and take forward any actions identified in the plan.
4. Carry out the Council’s responsibilities with respect to the investigation, analysis and enforcement of all private and public drinking water supplies including carrying out and completing risk assessment reports. In doing so, produce an annual inspection programme for all private and public drinking water supplies in accordance with the specific requirements of the relevant legislation.
5. Responsible for the completion of all relevant annual returns to DEFRA, Drinking Water Inspectorate etc. in the given timescale
6. Under the guidance of the Specialist Officer prepare evidence in respect of statutory notices, legal proceedings, appeals and public enquiries and to represent the Council in such matters as directed.

**Licensing**1. Maintain a detailed knowledge of all licensing processes and relevant legislation
2. Detailed knowledge and experience of applying the Police and Criminal Evidence Act 1984 and the Regulatory of Investigative Powers Act 2000 including in court.
3. Represent the council on working groups and provide specialist licensing input.
4. Provide training to colleagues, elected members on specific licensing issues
5. With the guidance of the Team Leader provide reports to the Licensing sub-Committee and Cabinet/Executive Members on specific licensing issues.
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**Progression criteria**

Progression criteria from level 1 to level 2 will be based on a recognised service need to provide a resource that is able to fulfil the requirements detailed below. Progression will be subject to the completion of a portfolio of work and a professional interview.

**Level 2**

***Essential:***

* The additional responsibility for serving as an example to other team members, and motivating them and recognizing the responsibility to train and develop the less experienced.
* Provide advice, interpretation and guidance and disseminate information on developments and changes to other staff.
* Develop and maintain appropriate contacts within the Council and across other agencies/organizations to ensure effective joint arrangements and partnership approaches.
* A minimum of 3 years’ experience in an appropriate role
* Evidence of progression could also include:

**Level 2- Food and Health & Safety:**

1. Able to exhibit sufficient technical knowledge to carry out inspection of high risk, A-B rated food premises in accordance with the current FSA Code of Practice.
2. Able to exhibit sufficient technical knowledge to identify imminent risk and instigate prohibition procedures in accordance with the current FSA Code of Practice, or health and safety legislation.
3. Able to complete the required legal processes stemming from the issue of a prohibition notice.
4. Competent to carry out approved premises interventions in accordance with the current FSA Code of Practice.

**Level 2 Contact Tracing**

1. Advise on public protection and legal issues s they relate to Covid
2. Lead the tracing activities of the Local Outbreak Management Plan, chairing relevant groups and working alongside key partners across the sector to deliver the aims
3. Apply specialist knowledge relating to compliance, enforcement, service regulations and codes of practice to relevant COVID-19 programme developments, following national and local guidance.

**Level 2- Environmental Monitoring**

1. Present and communicate the findings of complex annual reports in forums such as Senior Management Team meetings, Informal Cabinet and Scrutiny Panels
2. Plan and deliver public consultations on the implement of Air Quality Management Areas
3. Be responsible for the procurement, calibration and maintenance of monitoring equipment, including continuous air quality monitors. Liaise with laboratories on the provision of monitoring equipment and the resolution of any issues.
4. Develop and maintain complex theoretical computer models for the interpretation of air quality data such as - GIS data layers, Air Quality Emissions Inventory and produce reports using these models which can be used for the development of transportation policies and justification for air quality management.
5. undertake air pollution dispersion modelling as part of assessing the effectiveness of potential action plan measures, provide specialist emissions and concentrations advice using technical databases and toolkits

**Level 2- Environmental Protection:**

1. Plan, develop and deliver initiatives to resolve public health and nuisance issues.
2. Liaise with other agencies to resolve complex public health investigations and complaints
3. Prepare reports and statements of evidence for both legal and committee proceedings and attend Court, Tribunals, Committees and Enquiries as required
4. Identify and comment upon the potential environmental health related implications of applications submitted under e.g., planning legislation, licensing legislation and to liaise with colleagues in other Council teams about such applications and preparing proofs of evidence
5. Able to exhibit sufficient technical knowledge to identify if a private water supply is a potential danger to human health or unwholesome, to instigate procedures in accordance with the current guidance.
6. Able to exhibit sufficient technical knowledge to prioritise Environmental Permit inspections. To prepare permits for new processes within the area and to instigate action in accordance with the current guidance when businesses are found to be operating in contravention of their permit.

**Level 2- Licensing:**

1. With the Team Manager/Lead Officer, prepare and organise complex licensing reviews and suspensions. For example:
* Proceedings for a summary review of licensing premises under Section 53A of the Licensing Act 2003.
* Immediate suspension of hackney carriage/private hire driver licences for reasons of public safety
1. With senior post holder, contribute to the review of legally required policies and procedures e.g. Statement of Licensing Principles, Taxi Policy and Conditions