JOB DESCRIPTION 1

Post Title: Technical Officer (Public Protection)	**Director/Service/Sector** Housing and Protection/Public Protection		**Office Use**
Grade: Band 7	**Workplace:** Area or Centre Office		**JE ref: 3928** **HRMS ref:**
Responsible to: Area or Team Leader	**Date**	**Manager Level:**	
Job Purpose: To operate over a specific technical area of work activities and deal with the requests for service arising in that field. To be responsible for the day to day work activities of that section and ensure necessary actions are taken to achieve the objectives of the area team and service.			
Resources Staff	Some posts supervisory responsibility for a professional, technical or support staff member providing area wide services. Occasional		
Finance	Shared responsibility for spending of allocated services budgets, fee generation and collection in some areas. Up to approx £1,000.		
Physical	Technical equipment associated with work area. Maintain premises databases, records and reports for work area.		
Clients	The public, businesses, industry, elected members, local and national government bodies, professional Institutions and support organisations, Parish & Town Councils		

Duties and key result areas:

- To discharge the Council's responsibilities under public safety & environmental health legislation, Codes of Practice and guidance through the inspection or sampling of products or premises, interpretation of compliance with legal requirements.
- Conduct investigations of incidents, persons, premises or activities as required for the specific service area.
- To respond to all requests for service in an efficient and effective manner carrying out the appropriate actions in line with the Public Protection service plan and statutory, legal requirements.
- Implement Council policies and ensure operating procedures and guidance are followed.
- Assist senior staff to provide information and guidance on good practice to encourage compliance and support businesses.
- Provide information to residents to promote a better environment and healthy lifestyle.
- Maintain all relevant records and statutory registers and assist with the collation of performance statistics.
- Assist the Team Manager in service planning.
- Ensure a professional service level is delivered, be able to demonstrate the section's performance against service plans, adapt the service area in response to legislative change and develop the service in the future, responding to customer needs and council priorities.
- To recommend appropriate enforcement actions to senior officers in accordance with the Council's Enforcement Policy and to assist in the maintenance, collation and delivery of records for court / inquiries / inquest.
- To participate as necessary in emergency actions / response in technical areas outside the normal work area.

The duties and responsibilities highlighted in this Job Description are indicative and may vary over time. Post holders are expected to undertake other duties and responsibilities relevant to the nature, level and extent of the post and the grade has been established on this basis.

Work Arrangements	
Transport requirements:	Full driving license required. Travel within and outside of the Northumberland area. Pool vehicles available.
Working patterns:	Flexible hours to ensure duties are fulfilled, including (occasional) evening, night and weekends and Bank Holidays. Lone working. Emergency response.
Working conditions:	

	Office, outside, inspecting kitchens in food businesses & hazardous work activities, industrial and commercial premises, farms, private residences, filthy and verminous premises, rodent infestations, choked drains and sewers and other public health hazards.

NORTHUMBERLAND COUNTY COUNCIL

PERSON SPECIFICATION **Appendix 2**

Post Title: Technical Officer (Public Protection)	**Director/Service/Sector** Housing and Protection/Public Protection	Ref:3928
Essential	**Desirable**	**Assess by**
Knowledge and Qualifications		
Good standard of education with good literacy and numeracy. 2 Science A levels or NVQ Level 3 equivalents And Relevant professional qualification: at least one from the following: • IOA Certificate of competence in noise measurement or Diploma in acoustics, • DWI Approved Water Sampling Accreditation, • EMAQ or other accredited Essentials of PPC or Essentials of CLM proficiency, • Environment Agency MCERTS Level 1, • Foundation Level Degree in relevant Science subject NVQ Level 5, • NEBOSH Diploma And / or Thorough knowledge in a relevant professional &/or technical area including: • Private Water supplies • Contaminated land • Air Quality • Local Air Pollution Prevention and Control • Planning consultations • Noise • Antisocial behaviour • Housing • Nuisance Knowledge and understanding of relevant service legislation, best practice and contemporary issues.	Broad knowledge of Environmental Health/Public Safety or related subject to Degree or NVQ 5 or equivalent level technical qualification. 2 Science A levels or NVQ level 3 or above in at least one relevant subject area • health & safety • public health or safety • business regulation/compliance • Food safety • Pollution • Contaminated land • Air quality • Noise Control • Emissions monitoring • IT Range of additional relevant qualifications. Knowledge of regulatory framework in relevant area. Evidence of continual professional development in a related area	a,i,o (cert)

Experience		
Considerable recent or relevant professional experience related to the post. Experience of working with equipment & tools relevant to the technical area Experience of working within a relevant regulatory or business sector. Experience in designing and drafting policies, procedures and other technical documents	Broad range of professional experience in more than one field of Environmental Health/ Public Safety. Regulatory experience within a local government context Experience of giving evidence in Court, Inquest or Public Inquiry Experience of leading specific projects and investigations Experience at working at a more senior level Experience in project management/budget responsibilities Experience of building productive partnerships Experience of presentations using variety of media	a,i,r
Skills and competencies		
Developed; investigative, analytical, interpretive, communicative, educative, organisational and attitudinal skills. Ability to communicate effectively with a wide range of audiences within the workplace and the professional work area. Good Keyboard & IT skills and competencies appropriate to the work area (for example for writing reports, letters, compiling records, statistics, work plans, tables, spreadsheets and databases. Ability to use relevant technical equipment (for example noise meters & recording equipment, specialist food safety or health and safety at work testing equipment, diffusion tubes, water sampling equipment, GPS and data loggers) Works without supervision Proven ability to lead specific projects and investigations Ability to work at more senior level Ability to act as a coach or mentor	Applied use of communication skills using different media (presentations, written or oral) to a range of audiences (for example members of the public, businesses, elected representatives, professional bodies). Applied use of keyboard and IT skills. Technical equipment suppliers training. Comprehensive knowledge of Microsoft systems, Google, Civica APP, RIAMS	a,i,r,p,o (cert)
Physical, mental and emotional demands		
Physical ability to work in cramped spaces or in awkward positions in the course of inspections, for example looking under equipment, in roof spaces, water supply storage tanks, plant rooms, cellars, examining drainage/sewerage. Prolonged sitting for example at a desk, using a PC or driving. Standing and walking generally and in the course of inspections. Lifting and carrying equipment for example briefcase/inspection bag, water and other samples, cool box, technical equipment. Visual attention for prolonged periods when conducting inspections, driving, during presentations, meetings & training. Close visual attention when examining samples. Organoleptic assessment of odours. Audible assessment of noise. Visual attention and mental concentration for extended periods daily when; for example, reading incoming post; compiling and writing reports; using a PC for		a,i,

data entry or writing; reading and digesting legislation, documents, reports, technical advice; and checking work. Mental demands in balancing and prioritising a number of work activities or cases which may be going on simultaneously and with frequent interruptions from work colleagues, staff, members of the public, businesses and others in the form of face to face meetings, telephone calls, emails, personal callers. Mental demands in balancing and prioritising conflicting work demands arising daily from deadlines, unexpected reactive work, demands from government agencies or others, for example, committee reports, the need to respond to an urgent and serious problem, infectious disease notification, work place accident, national food alert. Emotional demands in occasionally dealing with individuals in connection with environmental health matters who do not exhibit normal rational behaviour or have personal problems which result in a 'request for service' and are unpredictable, unwillingness to accept alternative points of view or comprehend the implications of their actions. Emotional demands in occasionally dealing with business people, members of the public or others who are angry following enforcement action or notification of intention to prosecute. Emotional demands in occasionally dealing with a severely injured person or relatives of a deceased person as part of an accident investigation or with persons making an official complaint about a Council service or the conduct of staff who may be angry, distressed or with mental health conditions.		
Other		
Full driving licence Able to undertake evening/night, early morning and/or weekend work occasionally at short notice.		licence

Key to assessment methods; (a) application form, (i) interview, (r) references, (t) ability tests (q) personality questionnaire (g) assessed group work, (p) presentation, (o) others e.g. case studies/visits