

<b>Role Title</b>	<b>Environmental Health Officer (Noise and Nuisance)</b>
<b>Job Family</b>	<b>Regulatory Services</b>
<b>Competency Level</b>	<b>Principal Officer/Manager</b>
<b>Pay Scale</b>	<b>PO2-PO4</b>
<p><b>Purpose</b> To develop and deliver specialist investigative support/advice for Regulatory Services in the fields of noise / acoustics and statutory nuisance. Undertake duties during standard office hours and outside standard office hours according to needs of the service to ensure relevant legislation, regulations and policies are complied with. Supports wider workstreams within public protection/regulatory services as appropriate.</p> <p>Subject to the grade/scale of the appointee, to ensure quality and value for money at all times and to ensure the service complies with relevant legislation, regulations and policies to consistently high standards and outcomes.</p>	
<b>Generic Accountabilities: PO2-PO3</b>	<b>End Results/Outcomes</b>
<i>Please note that officers appointed on PO2 will progress through the career graded scheme up to PO3, based on qualifications and experience gained in dealing with increasingly complex casework.</i>	
<p>Provide advice and make recommendations based on up-to-date knowledge and analysis / evaluation of information.</p> <p>Manage escalated or complex customer issues within the relevant area.</p>	<p>Expert advice, information, interpretation and support are provided on the full range of technical / professional issues within the area of responsibility.</p> <p>Issues are managed through to a satisfactory conclusion.</p> <p>Risk to the Council is minimised.</p>
<p>Contribute to the development of service plans to meet strategic business goals.</p>	<p>Strategic and operational input is provided to wider business planning and development.</p> <p>Customer needs are identified.</p> <p>Services meet legislative and policy requirements.</p>
<p>Research developments in relevant area. Collate process and analyse information / data. Translate outputs into advisory reports / documents / actions as appropriate.</p>	<p>Relevant information / data are managed efficiently and accurately.</p> <p>Accurate and relevant information / reports / documentation are produced.</p> <p>Trends and issues are identified and prioritised.</p> <p>Statutory and procedural obligations are fulfilled.</p> <p>Management decision making is supported.</p>
<p>Lead on the development, implementation, maintenance and management of systems, policies, procedures and / or standards within area of responsibility.</p>	<p>Changes to systems, policies and / or procedures are identified and recommended.</p> <p>All updates, amendments, developments are tested and approved prior to delivery.</p>

	<p>Customers receive prompt, accurate policy / procedural updates.</p> <p>Service standards are improved.</p>
Work closely with others to support/Manage the development and delivery of improvements in processes and procedures.	<p>Identifies gaps in service provision/highlight policy issues and makes recommendations to resolve the issues.</p> <p>Agreed improvements are developed, delivered and evaluated.</p> <p>Issues and recommendations are brought to the attention of senior managers.</p> <p>Benchmark against best practice authorities and centre of excellence.</p>
Prepare and present a full range of reports (both standard and non-standard) covering area of responsibility.	<p>Reports are prepared, distributed / presented to the appropriate committee/ to the required standards and timescales.</p> <p>Evidence based recommendations are made.</p>
<p>Manage a portfolio of Projects and Reviews.</p> <p>Lead on specific projects as required.</p>	<p>Projects are delivered to agreed specification, timescales and budgets.</p> <p>Change initiatives are successfully integrated and implemented across all impacted service areas.</p> <p>Value for money is achieved.</p> <p>Ongoing savings secured.</p>
Co-operate with and support colleagues.	<p>Colleagues are supported.</p> <p>Required information is provided.</p>
Act in accordance with all policies and procedures which apply to the job and understand the reasons for this.	All policies and procedures are complied with.
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 line manager.	Work is carried out in a way that is safe and without risks to health.
<b>Generic Accountabilities: PO4</b>	
Plan and organise work to ensure the delivery of those aspects of the service for which responsible.	<p>Work is completed on time and to the quality and standards required.</p> <p>Changes to priorities are accommodated.</p> <p>Service is delivered to organisational requirements and reflects customer and stakeholder requirements, within organisational constraints.</p> <p>Professional and legal compliance is assured.</p>

Undertake / support consultation procedures. Identify issues, resolving as appropriate and escalating complex problems if necessary.	<p>Activities are undertaken according to relevant guidelines / regulations / procedures.</p> <p>Customer / stakeholder views are available to inform recommendations.</p> <p>Data and measurements are accurately recorded.</p>
Collate process and analyse complex information. Ensure all required records and information are maintained correctly.	<p>Information / applications are processed according to procedure.</p> <p>Information is managed efficiently and accurately.</p> <p>Data is recorded and stored in compliance with national standards and can be shared, as appropriate, with other agencies.</p>
Prepare and present results / responses / reports / recommendations.	<p>Accurate, complete and relevant information / reports are provided for internal and/or external use.</p> <p>Issues are clearly summarised, progress and implications are reported.</p> <p>The council's position is clearly stated.</p>
Provide authoritative advice, guidance and support to colleagues, customers and stakeholders. Respond to and investigate enquiries / escalated complaints.	<p>Information, advice and support are accurate, timely and constructive.</p> <p>Problems are identified.</p> <p>Issues are managed through to a satisfactory conclusion or escalated if appropriate.</p> <p>Risk to the Council / customers is minimised.</p>
Contribute to identifying and delivering information / activities to support service delivery / promote the service area.	<p>Requirements are effectively identified.</p> <p>All materials / activities are delivered to the required standards and timescales.</p> <p>Information / activities achieve desired results.</p>
Challenge customers' practice and minimise risk, referring concerns to line manager.	<p>Customer risks are assessed.</p> <p>Relevant health, safety and welfare requirements are met.</p>
Work closely with others to clarify changing requirements. Identify, recommend and support the development and delivery of improvements. Contribute to the development and implementation of policies, procedures and systems.	<p>Improvement opportunities and plans to achieve them are identified and recommended.</p> <p>Agreed improvements are developed, delivered and evaluated.</p> <p>Changes are effectively communicated to others.</p>
Lead projects or improvement programmes, or contribute to the delivery of larger projects.	<p>Practical, effective solutions are developed and delivered in accordance with legislative requirements and good practice guidelines and address any relevant environmental / conservation / technical / design issues.</p>

	<p>Projects are delivered to agreed specification, timescales and budgets.</p> <p>All project documentation and reports are completed correctly.</p>
Support others in their development, including external organisations / customers where appropriate.	<p>Identify any changes that may impact the service / profession.</p> <p>Contribute to the development of others (e.g. through sharing knowledge and skills, acting as a coach or mentor, or providing feedback).</p>
Develop good working relationships and communicate effectively with internal / external organisations / partners and stakeholders. Represent specialist area internally and / or externally. Model, demonstrate and promote good practice relevant to the role.	<p>Relevant work area reputation is maintained or enhanced.</p> <p>Stakeholders are engaged with activity relevant to them.</p> <p>Positive feedback is received from stakeholders.</p> <p>Communications are clear, well planned and effective.</p> <p>Best practice is shared and promoted.</p>
Support partnership agreements and partnership working within area of responsibility.	<p>Activities which support partnership working are effectively delivered.</p> <p>Partnership working groups produce valid and timely outputs.</p>
<p>Contribute to service / business plans for area of responsibility and to wider service planning and development activities.</p> <p>Contribute to budget planning as required.</p>	Service / business plans reflect input.
Quality check documents, decisions and / or presentations before delivery.	All work meets the required standards
Act in accordance with all policies and procedures which apply to the job and understand the reasons for this.	All policies and procedures are complied with.

PO2 - PO3	Job Specific Accountabilities	Authorised officer for the undertaking of the Council's statutory functions in relation to work area and associated legislation	To be competent in Environmental Health assessments/ enforcement actions.  Possess the knowledge and skills to be able to investigate possible breaches of legislation, serve notices, gather evidence and prepare cases for prosecution.	Maintain professional competency and keep up to date with relevant legislation, codes of practice and technical requirements relevant to the post.  Assist with training and development of staff and trainees.  Maintain personal CPD	Maintain comprehensive records on all aspects of work, including inspection records and follow up action.  Carry out appropriate noise monitoring, as part of noise nuisance complaints investigation.	Contribute to relevant workplace initiatives and other service plan projects.  To take the lead role on projects from inception to conclusion using project management techniques.	To develop expertise in a specialist area of Environmental Health work related to the priorities of the service at any given time, to update staff on the area of expertise and to draft reports for the team manager recommending procedures and policy changes where necessary.	Possess excellent written and verbal communication skills. Communicate effectively with a wide range of customers and partners and to write and present complex correspondence and reports.	Ensure that commerciality is integrated into the day-to-day role as a front-line field officer.  Use all opportunities to identify potential sources of income for specific service and wider Council services to fully exploit commercial opportunities and maximise generated income.	The post holder may be required to work evenings, weekends and occasional public holidays in order to meet service requirements, this will include morning/ evening visits, as part of noise nuisance complaints investigation.
	End Results / Outcomes	Possess the necessary knowledge and experience to undertake the duties.  Provide professional advice in relation to work area.  Self-manage a workload of inspections/ assessments and ensure they are carried out to a professional standard.  Provides comments in relation to planning, licensing applications etc.	Deliver a range of interventions in all relevant businesses of all risk types.  Cases are progressed in a timely manner and in compliance with the requirements of relevant codes of practice, relevant officer authorisations/ service policies/ procedures with necessary reports, complex notices and witness statements prepared.  Attends Court/Tribunal acting as expert witness for legal notices, warrants etc, initiate legal proceedings in line with policies and procedures, as appropriate	Knowledge is maintained and updated.  Training is undertaken as required.  Opportunities to provide training and development are embraced.  Ensure personal CPD maintained in line with relevant national legislation, British Standards and technical guidance.	Case management systems are updated with inspections reports and outcomes.  Work is carried out to a professional standard.  Results are recorded and actioned, as appropriate.	Work is carried out to a high standard and in accordance with service area business needs.  Specific projects and workstreams are successfully scoped and delivered in line with project objectives and service plans.	To ensure the service is delivered in line with developing and emerging policies and practices, both nationally and locally according to demand.	Comprehensive advice is given.  Reports, letters, witness statements and other documents are produced to a high standard.  Represents the Council at meetings, Committees, Courts/ Tribunals, working groups etc as appropriate.	Commercial opportunities are promoted and income generation is maximised.  Commerciality is fully embraced and is integral to all working practices.	Inspections are conducted in a timely manner and where necessary with support.
PO4	Job Specific Accountabilities	<b>Accountabilities as per scale PO2-PO3 plus the following additional accountabilities and outcomes:</b>	To lead on matters associated with noise / acoustics and nuisance in complex cases, including liaison with all relevant service areas/partners etc to achieve successful outcomes	To participate in effective liaison with the Public Protection/ Regulatory Services Management Team to present conclusions, findings and recommendations on complex legal investigations within the regulatory service which contributes to the developments of the council's policies and procedures.	To be fully competent and have experience in full range of enforcement activities according to qualifications, competencies and delegated authority.	To be the subject matter expert in at least one area of work according to demand (to be determined by the Service Manager Air Quality & Environmental Protection)				
	End Results / Outcomes		Cases are progressed in a timely manner and in compliance with the requirements of the relevant legislation, guidance, officer authorisations, service policies, procedures.  To provide expert advice and guidance.	Information, advice and support are accurate, timely and constructive.  Problems identified, issues are managed through to a satisfactory conclusion or escalated if appropriate.  Risk to the Council / customers is minimised.	To use competencies, experience and specialist knowledge of noise / acoustics and statutory nuisance relating to the broad remit of casework.  Provide support/guidance to colleagues as necessary	To provide expert advice and guidance to management and colleagues in a designated area of specialist Public Protection/Regulatory Services work.				

Nature of Contacts
<p><b>PO2-PO3</b></p> <p>Represent the service to give specialist advice and provide support to internal and external customers and/or members of public. Respond to escalated and complex enquiries. Elicit and explain a range of information.</p> <p>May have to appear in court/inquiries/committees etc to present evidence and advice. Contact with solicitors / court officials when presenting evidence as appropriate.</p> <p><b>PO4</b></p> <p>Heads of Service, and Senior Managers across the authority, and external agencies and organisations providing advice regarding financial investigation related matters.</p> <p>Develop sensitivity, persuasiveness, and negotiation and assertiveness skills to communicate with diverse audiences in emotive circumstances. Deal with people at all levels confidently, sensitively and diplomatically.</p> <p>Work directly with colleagues internal and external, other providers and external agencies to gather and exchange information and coordinate actions.</p> <p>Deal with people at all levels confidently, sensitively and diplomatically.</p> <p>Reports to the Service Manager Air Quality &amp; Environmental Protection.</p>
Procedural Context
<p>Work within a policy framework and regulatory guidelines, applying knowledge of systems, procedures and best practice. Work to broad managerial direction, within a policy framework and regulatory guidelines, to ensure performance standards are met within a framework of policy and legislation.</p> <p>Plans own time and co-ordinates the work of others. Plan, organise and deliver interventions and actions. Responsible for professional advice, assessments or referrals.</p> <p>Exercise professional judgement in assessing stakeholder requirements, potential risk and quality assurance of service. Monitor and evaluate performance / service delivery, ensuring all parties are informed of progress / issues as required. Thinking creatively to ensure high performance in the service.</p> <p>Provide support to customers, colleagues and other stakeholders through applying knowledge of systems, procedures and best practice.</p> <p>Responsible for meeting performance standards within a policy framework and regulatory guidelines. Accountable for proper use and security of information, resources, equipment and/or facilities within area of responsibility.</p> <p>Use initiative to deal with complex issues and respond appropriately in an unpredictable work environment. May involve isolated working outside core hours.</p> <p>Occasionally the post will be expected to work from other locations.</p>

<b>Resourcing</b>
<p><u>Budget Responsibilities:</u></p> <p>No direct budget management responsibility, however will make appropriate professional decisions on behalf of Assistant Director Regulatory Services within relevant professional scope and discipline of the post that may significantly impact on Council's budgets (e.g. providing appropriate professional/technical opinion).</p> <p><u>Supervisory Responsibilities:</u></p> <p>No direct line management responsibilities, however will support trainees, contractors, other officers etc as appropriate.</p>
<b>Knowledge, Skills, and Experience</b>
<p><b>Knowledge</b></p> <ul style="list-style-type: none"> <li>• Comprehensive knowledge and understanding of environmental health, specifically scientific understanding of noise / acoustics, understanding of the local authority statutory nuisance responsibilities and current national legislation, British Standards and guidance, in relation to the aforementioned work areas.</li> <li>• Comprehensive knowledge of the requirements including but not limited to the following: <ul style="list-style-type: none"> <li>◦ Environmental Protection Act 1990</li> <li>◦ Anti-Social Behaviour, Crime and Policing Act 2014</li> <li>◦ BS 8233: 2014, BS 4142, WHO guidelines etc.</li> </ul> </li> </ul> <p><b>Skills, Ability and Experience</b></p> <ul style="list-style-type: none"> <li>• Relevant experience in a range of technical activities relating to noise / acoustics and statutory nuisance (e.g. investigation of noise complaints, planning consultation licensing consultation etc.).</li> <li>• Experience of producing written noise reports (e.g. upon completion of a case investigation).</li> <li>• Ability to attend and present evidence either at courts, tribunals, committees etc.</li> <li>• Ability to work with minimal supervision and to source support from external sources to effectively manage own workload and conflicting priorities, to meet strict deadlines and timescales.</li> <li>• Ability to maintain consistent quality of work and to work to quality standards.</li> <li>• Ability to communicate well, both orally and in writing, with all levels of organisations.</li> <li>• Ability to deal effectively with confrontational situations.</li> <li>• Ability both to work effectively as part of a team and to work effectively alone.</li> <li>• Experience of providing comprehensive advice, to a variety of types of premises.</li> <li>• Experience of advising business, consumers and other service users of the criminal and civil law relating to environmental health.</li> <li>• Experience of preparing reports and statements to meet legal and court procedures and including taking the lead role in complex investigative work.</li> <li>• Experience of working as an enforcement officer in an environmental health department.</li> <li>• Experience of leading on complex cases</li> <li>• Ability to identify areas for improvement of service provision through workstreams, arrangements and procedures to improve service delivery and overall customer experience.</li> <li>• Ability to lead team/project work and willingness to inform advice and support colleagues in tasks to meet organisational objectives, providing leadership and direction to individuals and to the team.</li> <li>• Willingness to create and enhance productive working relationships with immediate line manager and colleagues by providing information, seeking information and advice, making proposals for action, seeking ways of improving relationships, and performing in a helpful and willing manner.</li> <li>• Ability to lead meetings and group discussions, assist in problem solving and decision making,</li> </ul>

advising and informing others appropriately.

- Experience of originating, leading and implementing projects to conclusion and reporting the results.
- Experience of providing technical advice and support
- Ability to support the maintenance of good conduct in the team.
- Detailed knowledge, skills, experience and understanding of major environmental health and health and safety legislation administered by officers at various levels set out for officers graded PO2, PO3 and PO4.

#### **Indicative Qualifications**

- See Career Grade Scheme below.
- Evidence of Continuous Professional Development.



Career Grade	Qualification Requirement
PO2	<ul style="list-style-type: none"> <li>Applicants must hold a Degree / Diploma in Environmental Health or relevant subject area <b>OR</b> have moderate experience of noise / acoustics, statutory nuisance and associated Council functions, in relation to the above work areas.</li> </ul>
PO3	<p>Applicants <u>must have both</u> the following requirements:</p> <ul style="list-style-type: none"> <li>a Degree / Diploma in Environmental Health or relevant subject area</li> <li>relevant competencies and moderate experience of noise / acoustics, statutory nuisance and associated Council functions, in relation to the above work areas.</li> </ul>
PO4	<p>Applicants <u>must have all</u> the following requirements:</p> <ul style="list-style-type: none"> <li>a Degree / Diploma in Environmental Health or relevant subject area</li> <li>a specific noise qualification (e.g. MSc/Diploma in Acoustics and Noise Control)</li> <li>relevant competencies and substantial post-degree experience of noise / acoustics, statutory nuisance and associated Council functions, in relation to the above work areas.</li> </ul>

The above profile is intended to describe the general nature and level of work performed by employees in this role. It is not intended to be a detailed list of all duties and responsibilities which may be required. This role profile will be supplemented and further defined by annual objectives, which will be developed in conjunction with the post holder. It will be subject to regular review and the Council reserves the right to amend or add to the accountabilities listed.

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