



Coventry City Council

<b>Job Title:</b>	Principal Environmental Health Officer	<b>Job Number:</b>	C6031D
<b>Directorate:</b>	Property Licensing	<b>Post Number:</b>	
<b>Service:</b>	Streetscene and Regulatory Services	<b>Grade:</b>	8
<b>Location:</b>	City Centre		

**Job Purpose:**

Under the general direction of Property Licensing and Housing Enforcement Manager:

1. Deliver a high quality Environmental Health (housing) service in a way that contributes to the achievement of the City Council's vision and objectives for a growing and sustainable city.
2. Responsible for the day to day management of the Property Licensing function providing leadership, motivation and supervision to the team
3. To deputise where necessary for the Property and Licensing and Housing Enforcement Manager.

**Main Duties and Responsibilities:**

1. Supervise and co-ordinate the duties of a team of professional officers ensuring that objectives/policies and service quality standards are met and that resources are used in the most efficient manner.
2. Manage a team of professional/technical officers ensuring proper processes are undertaken for recruitment and selection, induction, employee development, disciplinary, grievance and managing sickness absence.
3. Manage the resources for the team (including financial resources where appropriate) securing additional funding wherever possible.
4. Support the section manager in contributing to the review of policy and practice across the service area; developing services within a framework set by local political priorities and national political and statutory requirements, consulting with service users and stakeholders on the development of these services as required.
5. Review case files produced by the officers and ensure there is sufficient evidence for formal action. To ensure that investigative work follows the required legal process and liaise with the City Council Solicitors in relation to subsequent legal action.
6. Monitor quality and performance management ensuring customer satisfaction and investigate and respond to service complaints in line with corporate procedures.

7. Provide detailed reports of service performance and development
8. To prepare and present reports and provide input into relevant committee and member meetings and to provide technical support to the Chairs of Committee, Cabinet Member and Senior Officers.
9. Represent the service area at public meetings, forums etc, give talks and lectures on the services provided as required and be able to present using various mediums.
10. Respond to media enquiries and be proactive, as necessary.
11. Interview alleged offenders and witnesses under PACE as required.
12. Be proficient in the use of IT systems to ensure appropriate records and files are maintained.
13. Contribute actively to the achievement of a good customer focused approach to service delivery within the section, participating in the development and maintenance of quality systems to ensure continuous monitoring and improvement to service quality and customer satisfaction for the service provider.
14. Be able to work on own initiative and as part of a team, demonstrating flexibility in the approach to work as required by the service.
15. Any other duties and responsibilities within the range of the salary grade.

The post holder must comply with Coventry City Council's health and safety policy and in particular is required:-

- To take reasonable care for their own health and safety at work and of those who may be affected by their actions or by their omissions
- To cooperate with their line manager and senior management, to work safely, to comply with health and safety instructions and information and undertake appropriate health and safety training as required
- Not to intentionally or recklessly interfere with or misuse anything provided in the interests of health, safety and welfare
- To report to their manager any health and safety concerns, hazardous condition or defect in the health and safety arrangements.

**Any further Health and Safety responsibilities relevant to this post will be set out in the offer letter and Written Statement of Particulars**

The post holder must comply with the Interagency procedures of the Safeguarding Boards and Coventry City Council's policies for safeguarding children and safeguarding adults and in particular is required:-

- To ensure they are aware of the signs that may suggest a child or vulnerable adult is being abused or neglected
- To report to their manager, or other appropriate manager, any concerns they may have that suggest that a child or vulnerable adult may be being abused or neglected immediately

**Any further Safeguarding Board responsibilities relevant to this post will be set out in the offer letter and Written Statement of Particulars**

Post holders will be accountable for carrying out all duties and responsibilities with due regard to the City Council's Equality, Diversity and Inclusion Policy.

Duties which include processing of any personal data must be undertaken within the corporate data protection guidelines.

**Responsible for:** Environmental Health Officers

**Responsible to:** Property Licensing and Housing Enforcement Manager

**Date Reviewed:** November 2019

**Updated:** August 2020



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## Person Specification

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Area	Description
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<b>Knowledge:</b>	<ul style="list-style-type: none"> <li>Substantial knowledge and understanding of Environmental Health and Property Licensing Legislation</li> </ul>
	<ul style="list-style-type: none"> <li>Knowledge of customer care and the principles of equal opportunities in providing an environmental health and property licensing function.</li> </ul>
	<ul style="list-style-type: none"> <li>Knowledge and understanding of regional and national developments in Environmental Health and Property Licensing practices and procedures.</li> </ul>
	<ul style="list-style-type: none"> <li>Knowledge and understanding of national priorities and influencing factors for Environmental Health and Property Licensing</li> </ul>
	<ul style="list-style-type: none"> <li>Knowledge and understanding of the Police and Criminal Evidence Act as it relates to the collection of new evidence.</li> </ul>

<b>Skills and Abilities:</b>	<ul style="list-style-type: none"> <li>Supervisory / Management skills to manage, motivate and develop a team of technical / professional staff in order to achieve business goals.</li> </ul>
	<ul style="list-style-type: none"> <li>Able to prepare and present documentation and communicate complex issues clearly and effectively at all levels both orally and in writing with people from a range of backgrounds</li> </ul>
	<ul style="list-style-type: none"> <li>Ability to successfully work in partnership with other agencies, voluntary and community groups.</li> </ul>
	<ul style="list-style-type: none"> <li>Investigatory skills and the ability to audit premises, processes and systems</li> </ul>
	<ul style="list-style-type: none"> <li>Manage and monitor a budget</li> </ul>
	<ul style="list-style-type: none"> <li>Customer care skills accompanied by well developed influencing, persuading and negotiating skills. The ability to effectively deal with conflict and aggression.</li> </ul>
	<ul style="list-style-type: none"> <li>Performance monitoring, review and appraise other to achieve desired goals.</li> </ul>
	<ul style="list-style-type: none"> <li>Ability to plan, prioritise and organise workload to meet specific targets and deadlines</li> </ul>
	<ul style="list-style-type: none"> <li>Be proficient in the use of IT packages</li> </ul>
	<ul style="list-style-type: none"> <li>Able to demonstrate a flexible approach to work patterns and systems, work effectively as part of a team and on own initiative.</li> </ul>



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<b>Experience:</b>	• Experience of working in a political environment
	• Experience of working in a relevant environmental health or property licensing environment.
	• Experience of managing employees, projects and resources including some budgetary experience
	• Experience of interviewing alleged offenders in accordance with the codes of practice of the Police and Criminal Evidence Act.
	• Experience of using computer databases, and Microsoft packages such as powerpoint, excel, word and outlook
	• Experience of working in a customer focussed environment with a range of diverse partners and organisations to achieve agreed goals.

<b>Educational:</b>	• Degree or Diploma in Environmental Health or equivalent
	• Certificate of Registration from Environmental Health Officers Registration Board will be beneficial
	• Management / Leadership skill training will be beneficial

<b>Special Requirements:</b>	• May be required to work outside office hours
	• May be required to travel in the course of duties
	• Willingness to undertake any necessary formal training
	• This post is exempt from the provisions of the Rehabilitation of Offenders Act 1974.

**Date Reviewed:** April 2019

**Updated:** August 2020