

Job Description and Person Specification



Job Description

Job Title	Principal Environmental Health Officer
Grade	8
Service	Regulatory Services
Reports to	Adrian Chowns – Head of Safer Housing and Communities
Location	One Friargate
Job Evaluation Code	C6031D



About Coventry City Council

Who we are: At Coventry City Council we are dedicated to making a positive difference to the services we deliver to the diverse citizens of Coventry. The work we do improves people's lives – from helping them into work to providing clean and green places to live, to keeping people safe and protected.

As a Coventry City Council employee, you have our ongoing commitment to your growth and development with opportunities to work across multiple service areas including customer contact, public health prevention and education and skills, adults and children's services and provide support for the most vulnerable.

Our aim is simple – to be globally connected, locally committed, deliver our priorities with fewer resources whilst effectively managing our performance and measuring our progress.

Our Values: We expect everyone who works for us to be committed to our One Coventry values and to share our commitment to becoming a more diverse and inclusive organisation:



About the Service your team will provide

Purpose of the role / Output

Under the general direction of the Head of Safer Housing and Communities:

1. Deliver a high quality Environmental Health 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 Team, providing leadership, motivation and supervision to the team
3. To deputise where necessary for the Head of Safer Housing and Communities.

Main Duties & Key Accountabilities

Core Knowledge

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.

Key relationships

External Landlords Agents Tenants Residents	Internal Councillors MP's Senior Managers Other service areas
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Standard information

Post holders will be accountable for carrying out all duties and responsibilities with due regard to Code of Conduct, Safeguarding, Health & Safety and the City Council's Workforce Diversity and Inclusion Policies.

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

Smoke Free

The City Council is Smoke - Free. Smoking is not permitted on any of our premises or the surrounding land including car parking facilities.

Training

The postholder must attend any training that is identified as mandatory to their role.

Responsible for:

Staff managed by postholder:
**Environmental Health
Officers**

Person specification

Job Evaluation Code	C6031D
Knowledge	
Substantial knowledge and understanding of Environmental Health Legislation	
Knowledge of customer care and the principles of equal opportunities in providing an environmental health function.	
Knowledge and understanding of regional and national developments in Environmental Health practices and procedures.	
Knowledge and understanding of national priorities and influencing factors for Environmental Health.	
Knowledge and understanding of the Police and Criminal Evidence Act as it relates to the collection of new evidence.	
Skills and Abilities	
Supervisory / Management skills to manage, motivate and develop a team of technical / professional staff in order to achieve business goals.	
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	
Ability to successfully work in partnership with other agencies, voluntary and community groups.	
Investigatory skills and the ability to audit premises, processes and systems	
Manage and monitor a budget	
Customer care skills accompanied by well developed influencing, persuading and negotiating skills. The ability to effectively deal with conflict and aggression.	
Performance monitoring, review and appraise other to achieve desired goals.	
Ability to plan, prioritise and organise workload to meet specific targets and deadlines	
Be proficient in the use of IT packages	
Able to demonstrate a flexible approach to work patterns and systems, work effectively as part of a team and on own initiative.	
Experience	
Experience of working in a political environment	
Experience of working in a relevant environmental health 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.
Qualifications
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
Special Requirements
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 Created	July 2020	Date Reviewed	May 2024
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