

Job Description and Person Specification



Job Description

Job Title	Trainee Environmental Health Officer
Grade	Grade 6
Service	Streetscene and Regulatory Service
Reports to	Principal Environmental Health Officers
Location	City Centre
Job Evaluation Code	



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 Property Licensing and Housing Enforcement Manager or the Principal Environmental Health Officer:

- Undertake appropriate training and provide a supportive role in the Property Licensing and Housing Enforcement Team for the period before qualifying as an Environmental Health Officer.
- Shadowing environmental health officers in the Property Licensing and Housing Enforcement Team whilst working towards and completing the relevant recognised Chartered Institute of Environmental Health degree.
- On successful completion of the environmental health degree undertake the role of an environmental health officer in the Property Licensing and Housing Enforcement Team to include: -
 - Delivering a high quality property licensing service in a way that contributes to the achievement of the City Council's vision and objectives for a growing and sustainable city.
 - Enforcing all relevant legislation administered by the section, and to educate and encourage the public and business proprietors in order to improve relevant standards.

Main Duties & Key Accountabilities

Core Knowledge at Grade 6

- Assist and support other members of the Property Licensing and Housing Enforcement Team as directed to deliver services including HMO licensing, HHSRS, and other housing enforcement related activities, dependant on relevant stage of knowledge and experience and subject to service requirements.
- Assist officers with and progress to undertake independently, proactive inspections, compliance visits, investigations, surveys, and interventions in all types of residential premises and the wider environment, as directed by other officers.
- As knowledge and competence develops, undertake a case load of reactive work, including responding to and investigating complaints, as well as proactive project work and educational activities where required. In all cases, responding within corporate timescales, keeping relevant parties informed and maintaining up to date case records.
- Analyse and interpret data and information and implement decisions on a broad range of activities across the service area, as directed by other officers.
- As knowledge and competence develops, communicate with landlords, agents, tenants and residents to advise them on the relevant legal

provisions and best practice recommendations for property licensing and housing issues, using a variety of methods including face-to-face, via telephone, email and in writing.

- As knowledge and competence develops, liaise with other services such as Planning, Legal and Building Control to promote compliance and achieve improved outcomes for tenants and residents.
- Support officers to carry out enforcement duties including collation and collection of evidence, preparing reports, drafting formal notices, and preparing cases for prosecution in the Magistrates' Court and attending court as a witness in line with our enforcement policy.
- Work outside normal office hours, when necessary, for the effective performance of duties. This will include independent study and completion of all course and assessed work, as required for the degree programme.
- Keep up to date with legislation changes, update the division on technical knowledge and trends and give talks and lectures on aspects of the service as required.
- Be proficient in the use of IT systems to ensure appropriate records and files are maintained.
- 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.
- 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.
- Any other duties and responsibilities within the range of the salary grade.

Key relationships

External Tenants Residents Landlords Agents Stakeholders such Police, Fire etc.	Internal Other service areas Councillors Senior Managers
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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 a relevant university degree and undertake to successfully complete the course and obtain either a BSc. Or MSc. In Environmental Health. This is a mandatory requirement of this role and upon successful completion of the relevant course the postholder will progress to Grade 7.

Responsible for:

Staff managed by postholder:

N/A

Person specification

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Knowledge	
An understanding of the nature and scope of housing based environmental health work including its contribution to improving the health and safety of tenants and residents living in the private rented sector and other forms of housing.	
An understanding of the rationale for carrying out inspections/audits and investigations.	
Awareness of the core areas of environmental health and how environmental health practitioners secure improvements e.g. through informal and formal routes including enforcement.	
Skills and Abilities	
Able to receive and record information accurately and write reports, including prosecution reports in a way that is concise and easily understood, following complaints, investigations or projects	
Good listening skills and to be able to provide information and advice to businesses and consumers, clearly and sensitively, both verbally and in writing	
Investigatory skills	
Influencing, persuading and negotiation skills	
Organisational skills to enable workload prioritisation and meeting deadlines whilst working under pressure	
Able to monitor activities, visit premises, inspect and audit systems, examine, test and sample items and interpret results of analysis	
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.	
Have a positive attitude towards the delivery of quality services and contribute to the development of services	
Ability to deal confidently with a wide range of people and establishing sound working relationships with businesses, the public, internal and external stakeholders, Elected Members, senior managers and colleagues	
Experience	
Demonstrate practical experience of working in an environmental health or housing environment	
Experience of carrying out investigative work in a regulatory setting	
Experience of using computer databases, and Microsoft packages such as powerpoint, excel, word and outlook	
Qualifications	

Minimum 3 years relevant experience in an environmental, housing or regulatory based setting
Minimum 3 A Levels, or equivalent i.e. HNC or HND in a relevant subject
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	November 2019	Date Reviewed	23 rd February 2023
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