

Job Description and Person Specification

Environmental Health Officer

Job Details	
Grade	7
Service	Safer Housing and Communities
Location	One Friargate
Job Evaluation Code	C6161D

Coventry City Council Values
<p>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:</p> <p>Open and fair: We are open, fair and transparent.</p> <p>Nurture and develop: We encourage a culture where everyone is supported to do and be the best they can be.</p> <p>Engage and empower: We engage with our residents and empower our employees to enable them to do the right thing.</p> <p>Create and innovate: We embrace new ways of working to continuously improve the services we offer.</p> <p>Own and be accountable: We work together to make the right decisions and deliver the best services for our residents.</p> <p>Value and respect: We put diversity and inclusion at the heart of all we do.</p>

Job Purpose
<p>Under the general direction of the Safer Housing, HMO Licensing and HMO Enforcement Team Managers:</p> <p>Deliver a high-quality safer housing and 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.</p> <p>Enforce all relevant legislation administered by the section, and to educate and encourage the public and business proprietors in order to improve relevant standards.</p>

Main Duties & Key Accountabilities	
Undertake the inspection of premises and investigation of complaints, including joint inspections with other agencies to ensure compliance with legislation as required ensuring all relevant legislation is being complied with	
Prepare reports and briefing notes as necessary for relevant Committee and Member meetings and provide technical support to the Chair of Committee, Cabinet Member and Senior Officers and other Council Departments, making telephone enquiries or calling in person; and provide professional and legally correct advice and information	
Provide first line contact, offer appropriate assistance, advice and support for members of the public, businesses, outside agencies, elected members and senior managers on operational service issues	
Prepare statements of evidence and correspondence to be submitted to Legal Services, and attend court as required to give evidence and report back on the outcome.	
Interview alleged offenders and witnesses under PACE as required	
Take appropriate action under the relevant statutory provisions to ensure that service objectives are met	
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

Standard Information
<p>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.</p> <p>Duties which include processing of any personal data must be undertaken within the corporate data protection guidelines.</p> <p>Training The postholder must attend any training and undertake any development activities that are identified as mandatory/beneficial to their role.</p>

Responsible for
N/A

Person Specification	
Requirements	
Knowledge	Knowledge and understanding of legislation in relation of Environmental Health and Housing issues and any associated regulations and policy relevant to the service areas including enforcement and national trends and issues.
Knowledge	Knowledge of customer care and the principles of equal opportunities in providing a housing enforcement and HMO licensing and enforcement function.
Knowledge	Knowledge and understanding of investigative techniques and the law of evidence including legal and court procedures
Knowledge	Knowledge and understanding of the Police and Criminal Evidence Act as it relates to the collection of effective evidence.
Skills And Ability	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

Skills And Ability	Good listening skills and to be able to provide information and advice to businesses and consumers, clearly and sensitively, both verbally and in writing
Skills And Ability	Investigatory skills
Skills And Ability	Influencing, persuading and negotiation skills
Skills And Ability	Organisational skills to enable workload prioritisation and meeting deadlines whilst working under pressure
Skills And Ability	Able to monitor activities, visit premises, inspect and audit systems, examine, test and sample items and interpret results of analysis
Skills And Ability	Be proficient in the use of IT packages
Skills And Ability	Able to demonstrate a flexible approach to work patterns and systems, work effectively as part of a team and on own initiative
Skills And Ability	Have a positive attitude towards the delivery of quality services and contribute to the development of services
Skills And Ability	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	Experience of carrying out investigative work and giving evidence in court of similar environment
Experience	Experience of interviewing alleged offenders in accordance with the codes of practice of the Police and Criminal Evidence Act
Experience	Experience of using computer databases, and Microsoft packages such as powerpoint, excel, word and outlook
Experience	Experience of supervision of staff would be advantageous
Qualification	Degree or Diploma in Environmental Health (or equivalent)
Qualification	Certificate of Registration from the Environmental Health Officers Registration Board (or working towards)
Special Requirements	May be required to work outside office hours
Special Requirements	May be required to travel in the course of duties

Special Requirements	Willingness to undertake any necessary formal training
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Declaration			
Reviewed/Created By:	Adrian Chowns		
Job Title:	Head of Safer Housing and Communities	Date:	February 25