

**ROYAL BOROUGH OF KINGSTON UPON THAMES - COMMUNITIES**

**ROLE PROFILE**

**Division:** Regulatory Services

**Grade:** F/G/H/I

**Job Title:** Environmental Protection Officer

**Post Number:** K318100 / K318102

**RELATIONSHIPS**

**1. Responsible to:**

- Lead Officer - Regulatory Services, specific to the remit of this role (note: multiple lead officer roles)

**2. Management responsibility for:**

N/A

**3. Important internal relationships:**

- Other Lead Officers and Service Managers.
- Support service staff (HR, ICT, contact centre etc)

**4. Important external relationships:**

- Relevant partner organisations (statutory and non-statutory to the Council)
- Other local authorities
- Relevant government departments and services, particularly the Police, HPA, FSA, HSE and DEFRA
- Residents' groups
- Trade bodies, local businesses, general public

**MAIN PURPOSE OF JOB**

To provide a range of professional and/or technical services within a single shared service across two council areas carrying out a portfolio of regulatory, compliance, enforcement and related activities.

**KEY PRIORITIES / MAIN RESPONSIBILITIES**

- As a member of a team, to provide services to the communities within Kingston and Sutton through a single shared service delivery model across the two council areas covering a range of disciplines within regulatory services (to be agreed).
- To arrange and organise a personal case/workload, within boundaries agreed with the relevant Service Manager, but also taking the initiative in responding and adjusting to the changing demands of the team as required.
- Undertake unaccompanied visits and inspections (unless concerns exist about personal safety or specialist advice required in support) to residential and business premises in response to both reactive complaints and proactive risk-based inspection programmes.
- To review information and evidence gathered during a regulatory and compliance visit or inspection and formulate an appropriate response e.g. no action, informal advice or

formal action. (Note: a Tier 1 graded officer would normally discuss the need for formal action and seek approval from a Tier 2 graded officer and above before proceeding. Tier 2 graded officers would normally have the autonomy to proceed without reference to a more senior officer).

- Consistent with the above, to initiate and take responsibility for sending letters, emails and formal notices to individual members of the public and businesses/organisations on relevant regulatory and enforcement matters, seeking specific approval from the Lead Office or Service Manager in more complex cases or where required by scheme of delegated authority and commensurate with individual knowledge and experience.
- Where required, to take responsibility for the operation and maintenance (e.g. calibration and testing) of high asset value specialised technical equipment that supports investigations and measurements of environmental and trading standards matters within the community (e.g. noise monitoring and air quality monitoring equipment, temperature probes).
- To critically analyse qualitative and quantitative evidence and data provided or collected to establish whether an intervention is required to protect health, safety or welfare e.g. to establish whether a statutory nuisance exists, a weights and measures infringement or a specialist consultant's report into microbial analysis of food.
- Provide accurate and up-to-date information for the Lead Officer and Service Manager as required, assisting with effective budget setting and monitoring, ensuring best value for money from the team service budget(s), including maximising income and reducing costs. (Note: a Tier 2 graded officer may have direct day-to-day responsibility for an element of the service budget and/or for a significant piece of equipment).
- Maintain effective and direct communication with statutory agencies (e.g. HSE and FSA) and other relevant individuals, organisations and bodies that the Council has contact with.
- To actively participate at team meetings and providing cover and support across other service teams, as and when required as part of a generic approach to the deployment and management of resources. This will require a broad knowledge and understanding of key environmental health and trading standards issues outside of the individual's immediate area of professional and/or technical training and experience.
- To initiate and support related enforcement action and judicial proceedings within the terms of delegated responsibilities coming under the remit of the role. This may include preparing a case file of evidence for possible prosecution and making recommendations for action to be approved by the Service Manager.
- Act as an 'expert witness' in appearing and presenting evidence in legal (court) proceedings where required in the role as investigating officer and be prepared to be cross-examined and challenged in a court environment.
- Support joint working and strong team relationships across two council areas to ensure the most efficient and effective deployment and use of staff and financial resources in support of the agreed common council priorities, as set out in the respective corporate plans.
- Follow working practices and approaches to communication that will address potential different cultural and behavioural differences and expectations across the two councils to promote a single-service approach to service delivery.
- Maximise personal performance, engagement and contribution to support a culture of aspiration and continuous improvement.
- Support the communication of clear performance standards, taking account of internal and external requirements within the context of continual improvement and report and address any variances to the Team Leader..
- Support the maintenance of strong links with local business and residents groups to promote the priorities of the service and to listen and respond to concerns.

The Environmental Protection Officer role provides for a clear development path through a grading structure based on two levels of grades i.e. **Tier 1** = (grades F and G and **Tier 2** = grades H and I). The following milestones will apply to appointment and progression through the grades and will be agreed with individuals through the appraisal process. Numbers of Tier 2 roles will be limited by quota and progression cannot occur until there is a vacancy.

### **Tier 1 - Grade F**

#### ***Minimum requirement:***

A relevant qualification/degree (or equivalent) or sufficient skills and experience commensurate with grade and a strong commitment to a professional career or public service.

A role at this level is characterise by the following criteria:

- Achieves performance objectives
- Displays a continued commitment to own personal development and learning
- Displays a high standard of service to customers, residents and colleagues
- Demonstrates a positive attitude and approach to conducting inspections and collating statements
- Contributes to communications, consultations and reports
- Provides accurate, objective and balanced advice on service matters
- Has an understanding of legislation and provides advice
- Commences a relevant related professional qualification (subject budget)
- Understands who the stakeholders are and is able to respond flexibly
- Understands the need to be creative and initiate ideas

#### ***Additional criteria to be met before progressing to the next grade (G):***

- Completes a range of tasks with minimal supervision
- Produces clear and well written reports and other communications
- Provides sound verbal and written advice directly to customer and colleagues on a wide range of service matters without regular supervision
- Makes decisions on the majority of routine applications, requests for service and on the most appropriate course of regulatory and enforcement action
- Is developing a commercial awareness
- Is able to demonstrate a creative approach to problems
- Contributes to a mix of strategy and service improvements, looking at initiatives to promote collaborative working
- Makes satisfactory progress towards a relevant EH/TS related professional qualification (subject to budget)

### **Tier 1 - Grade G**

#### ***Minimum requirement:***

Membership of, or eligibility for, professional membership of a relevant professional group/institute.

#### ***Additional criteria to be met before progressing to the next grade (H):***

- Achieves challenging performance targets and objectives

- Evidence of continual professional and personal development and actively shares learning with others
- Produces high quality letters and reports of a complex nature.
- Leads on specific projects
- Represents the council at committees, meetings, tribunals and hearings (where the nature of the work specifically requires this e.g. regulatory committee for non-delegate decisions)
- Produces a high level of professional advice to customers, colleagues and members.
- Coaches and supports the development of less experienced career grade officers
- Assists in monitoring performance
- Demonstrates a creative and commercial approach to solutions
- Contributes to the annual team planning process and improvements in service delivery
- Demonstrates a creative and commercial approach to problem solving

## **Tier 2 - Grade H**

### ***Minimum requirement:***

Chartered membership or eligibility for chartered membership of a relevant professional group/institute.

### ***Additional criteria to be met before progressing to the next grade (I):***

- Actively develops the skills of others
- Demonstrates a determination to provide a high quality service
- Leads on at least one key project and/or major policy and/or complex regulatory or enforcement case
- Prepares documents and publications of a complex nature
- Acts in supervisory, coaching and mentoring role on a regular basis for Tier 1 officers , providing guidance on complex casework
- Has some budgetary responsibility and/or responsibility for the operation and maintenance of a significant asset and understands unit costs and the impact on the business commercially
- Gives direct advice on complex and contentious matters to elected members and senior managers within partner organisations and all other stakeholders.
- Is recognised within the Council for a high level of professional knowledge and expertise in a number of fields
- Plays an active role in the annual team planning process and achieving improvements in service delivery.
- Considers commercial aspects in preparation of papers and reports
- Can effectively cover for the Lead Officer and Service Manager in their absence

## **Tier 2 - Grade I**

### ***Minimum requirement:***

Chartered membership or eligibility for chartered membership and has met all the criteria from the previous grade.

Prepared by: Mark Reed

Signature Date: .....

Agreed by: .....Signature Date: .....

## PERSON SPECIFICATION

**Division:** Regulatory Services

**Job Title:** Environmental Protection Officer

**Post No:** K318100 / K318102

**Grade:** F/G/H/I

	<b>Essential</b>	<b>Desirable</b>
<b>Qualifications</b>	An appropriate qualification in Environmental Health and/or Trading Standards or equivalent	Membership of the Chartered Institute of Environmental Health, Trading Standards Institute or relevant housing and/or licensing body
<b>Experience</b>	Knowledge and experience within one or more recognised specialist area of environmental health (including private sector housing and licensing) and/or trading standards.	Experience in a local authority setting or other public sector regulatory and compliance settings.  Specific qualification in one or more specialist area.
<b>Ability to:</b>	<p><b>Leading People</b></p> <ul style="list-style-type: none"> <li>● Understands and supports a commitment to the shared service.</li> <li>● Helps to support a strong sense of cohesion and team spirit</li> <li>● Contributes to a team working culture that is open and responsive to change</li> </ul> <p><b>Delivering Services</b></p> <ul style="list-style-type: none"> <li>● Understands the key influences on both councils and how these relate to the service area</li> <li>● Recognises financial pressures and the need to provide value for money and maximise return on investment</li> <li>● Identifies and is responsive to customer needs, working with them to provide innovative solutions</li> <li>● Understands the links and relationships between both council's directorates and services</li> <li>● Consistently displays commitment to positive and open way of working</li> <li>● Supports strong working relationships across both the councils and with partner organisations and suppliers</li> <li>● Recognises the role that technology plays in improving the service</li> </ul>	

	<p><b>Personal Effectiveness</b></p> <ul style="list-style-type: none"> <li>● Manages their own case/workload within the boundaries (of autonomy) agreed with the Team Leader.</li> <li>● Uses a range of communication styles to influence others</li> <li>● Prepares good quality written communication and reports</li> <li>● Demonstrates a high level of personal drive and energy that sets an example to others</li> <li>● Demonstrates a determination to achieve challenging targets</li> <li>● Displays a commitment to own personal development and learning</li> <li>● Actively promotes a culture that values equality and diversity</li> <li>● Is flexible and adaptable to changing goals and circumstances</li> <li>● Anticipates and responds proactively to organisational change, continuously looking for ways to improve services.</li> </ul>	
<p><b>Other requirements:</b></p>	<ul style="list-style-type: none"> <li>● Has a strong commitment to following our (<i><b><u>note: RBK's Six Steps to working as One Council:</u></b></i> <ol style="list-style-type: none"> <li>1. Recognise the need to continually learn and adapt.</li> <li>2. We willingly share our knowledge and learning with others</li> <li>3. We work collaboratively across teams, services and partner organisations</li> <li>4. Looks for ways of improving what we do and how we do it</li> <li>5. We are comfortable with new technology and modern methods of working</li> <li>6. We are determined to make a difference to the lives of our customers</li> </ol> </li> <li>● Has a strong commitment to following our <i><b><u>Six Steps to delivering our Customer Commitment:</u></b></i> <ul style="list-style-type: none"> <li>▪ We go out of our way to get it right first time</li> <li>▪ We listen, understand and deliver</li> </ul> </li> </ul>	

	<ul style="list-style-type: none"><li>▪ We respond positively and politely</li><li>▪ We respect each customer as an individual</li><li>▪ We take responsibility for the customer's issue or problem</li></ul> <ul style="list-style-type: none"><li>● We work as a team to deliver the solution</li></ul>	
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## Key Competencies

### Stakeholder Management

- Establish and maintain effective working relationships with all relevant internal and external key partners.
- Promote effective service alliances with other partners, service providers and stakeholders so as to improve the efficiency and effectiveness of the services the joint service offers.  
Ability to identify and prioritise stakeholder interests, requirements and level of influence.
- Gains the commitment of all stakeholders, including the most challenging.

### Flexibility

- Ability to adapt in response to new information or changing circumstances, and is open to new methods, new systems, technology, ideas, approaches.
- Works and collaborates effectively in unstructured or dynamic environments.
- Stays focused and keeps his or her team focused during times of uncertainty or change.
- Understands that ambiguity is a normal part of doing business and communicates that to people in the service.
- Anticipates changes in the internal and external environment (e.g., organizational, market, products, and systems) and adapts accordingly.
- Uses new ideas to reengineer work processes or make changes in how resources are allocated within the business.

### Commercial Thinking

- Demonstrates an interest in business and an understanding of the wider environment in which an organisation operates: its customers, competitors and suppliers.
- Has an understanding of the economics of the business, and understands the business benefits and commercial realities from both the organisation's and the customer's perspectives.
- Awareness of the need for efficiency, cost-effectiveness, customer care and knowledge of the market place in which the service operates.

### Creativity

- Ability to use your imagination to look at a problem in a fresh way and come up with a new solution
- Able to generate new ideas and develop a variety of approaches to solving problems, through synthesising and reorganising existing information.