

Role Profile

This section provides key information relating to the role

Job Title:	Environmental Health Manager		
Post No:	RP0139	Grade:	M
Team:	Regulatory Services	Location:	Campus East
Responsible to:	Regulatory Services Manager		
Responsible for:	Food Health & Safety Team Leader Environmental Protection Team Leader Environmental Crime Lead Officer		

Overall job purpose:

The Environmental Health Manager will lead the council's environmental health team to ensure that legally required standards are maintained in the Borough.

To provide effective operational/tactical management to the environmental health team for functions as required by the Regulatory Services Manager to deliver and continuously improve services and collaborate with colleagues, members and partners to support the implementation of objectives in the Council Plan.

To develop a commercial aptitude within the team, where possible generating income for service delivery. To assist in the management of the Environmental Health service and in the formulation of policy and the development of service initiatives.

To maintain an awareness of developments in the environmental health field and in associated legislation and to make the necessary proposals to ensure continuing compliance with statute and best practice, whilst meeting member and public aspirations. To ensure that all service objectives, targets and service levels are understood, monitored and performed by all members of the team.

Ensure that services are aligned to our corporate approach and principles. To deliver a specialist, professional service with high standards of advice, collaboration, support and resolving cases of varying complexity as they arise. Ensure compliance with statutory regulations, legislation, professional codes of practice and adherence to council policy, culture and values.

Key areas of focus:

1.	To proactively lead and/or support the development and implementation of relevant environmental health strategies and policies and the Corporate Business Plan.
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2.	To lead the environmental health team in identifying relevant interventions, making decisions, and exercising critical, timely, risk based and competent professional judgement on all cases, including initiating and following the appropriate level of enforcement action through to its conclusion. Where necessary give direction and/or take decisions in respect of complex and complicated cases and investigations.
3.	<p>To manage the work of the Team Leaders, ensuring appropriate support, coaching, and mentoring is in place to enable them to effectively lead and manage their teams to deliver on the council's objectives.</p> <p>Keep up to date and continued professional development with current relevant legislation, best practice and new initiatives on a national, regional and sub regional level which may affect the service and assess and implement changes as required.</p>
4.	<p>To provide leadership to the service area, coordinating and leading people to ensure the effective delivery of service objectives and performance within allocated budget.</p> <p>Lead on the recruitment, selection, induction, discipline, training and development of staff, develop, motivate and conduct staff appraisals for allocated staff and contribute to the skills planning and workforce development process within the service.</p>
5.	To be the responsible officer for the revenue and capital budgets relating to the environmental health team, up to level of budgetary control specified in Council Policy including capital held to carry out any strategic projects.
6.	To work in partnership with external and internal council teams such as Legal Services, Planning, Private Sector Housing, Herts Constabulary, Herts Fire and Rescue, Herts County Council, University of Hertfordshire to maximise opportunities to deliver better outcomes through collaboration, joint working and promotion of the service.
7.	To manage and lead specific project groups and initiatives which are designed to meet the teams' objectives, engaging relevant partners and colleagues to achieve the desired outcomes.
8.	Ensure that Food Safety, Health and Safety Enforcement, Infectious Disease Control, Envirocrime, Environmental Protection and Public Health Control are undertaken in accordance with their regulatory frameworks and a fair and consistent manner.
9.	To be cognisant of changes and issues arising within the field and ensure this information is disseminated effectively; play a leading role in the review of work practices, procedures, and policies, ensuring best quality of work; take responsibility for audit and peer review for all matters relating to environmental health.
10.	To research and prepare technical responses on behalf of the council to relevant consultations from Central Government and other bodies; identify occasions

	where it is necessary for Members' views to be sought prior to consultation responses being made and research, prepare and present reports to the relevant forums; provide specialist technical advice to service users, councillors, contractors, Government Departments, other local authorities, Members of Parliament, and businesses, both local and national.
11.	To conduct staff monthly 121s for directly managed staff and set personal performance targets and balanced workloads; take a full and active role in the preparation of service and development plans; prepare job roles, specifications, and job adverts in appropriate areas and to be part of recruitment and selection panels as required.
12.	To provide leadership and management to staff across learning and development, performance management, discipline and absence including addressing individual poor performance and fostering effective teamwork
13.	Oversee the delivery of advice, and run campaigns and education initiatives with stakeholders, business owners and the public to raise and improve levels of public health, safety and environmental awareness.
14.	To undertake the duties, responsibilities, and role of a fully authorised officer under all relevant environmental health statutes. Identify, manage, collect, prepare, present, and defend evidence in Court (Magistrates, Crown, HM Coroner) on behalf of the council, ensuring proper precautions are put in place to maintain evidential robustness and continuity.
15.	To develop productive working relationships with Councillors, senior managers, to provide timely information, advice and briefings when required to do so.
16.	To promote equality and diversity in the workplace and in the services of the Council and to deliver the Council's equalities and diversity priorities.
17.	Play a pivotal role in the safeguarding of vulnerable individuals, ensure appropriate safeguarding referrals are made.
18.	Manage tendering and contract procedures for the service area in accordance with the Council's Contract Standing Orders. To oversee the preparation of contract documentation, the evaluation of bids and advise on and agree the appointment of contractors/consultants to undertake works, studies or projects.
19.	Act as the lead for operational implementation of staff health and safety, your primary responsibility is to ensure internal policies and procedures are effectively implemented and adhered to in the workplace. This includes supporting compliance, enabling training, monitoring practices, intervening when necessary, evaluating and improving procedures, and ensuring accurate record-keeping.
20.	To make use of information technology where necessary in the areas of responsibility and to develop IT use in consultation with the appropriate technical officers/managers.
21.	To assist in ensuring that the Council's aims and objectives relating to customer awareness are achieved.
22.	The ability to converse with ease with other staff and members of the public and to provide advice in accurate spoken English is essential for this post.
23.	Any other duties that are commensurate with the level and grade of this post.

Role Requirements

The following outlines the criteria for this post.

Criteria	Essential	Desirable	Assessment Criteria
Qualifications and experience			
Degree / relevant qualification in Environmental Health or equivalent. EHRB registration or equivalent.	x		AP
Chartered Environmental Health Practitioner status or equivalent experience.		x	AP
Evidence of continued professional development	x		AP/IN
Significant experience in applying the Environmental Health Legislation, including preparing enforcement cases through to Court.	x		AP/AS/IN
Proven ability to lead a team with experience in all aspects of people management including effectively managing performance, setting targets and dealing with issues as they arise.	x		AP/AS/IN
Broad understanding of Council services and systems.	x		AP/AS/IN
To project manage multi-disciplinary project teams including undertaking a range of complex and diverse tasks outside the normal sphere of management responsibility.	x		AP/AS/IN
In depth knowledge of the statutory framework and responsibilities in relation to environmental health including food, health and safety, environmental protection and enviro-crime	x		AP/AS/IN
Experience in qualitative and quantitative research methods leading to the application of innovative solutions to problems where existing policies and procedures cannot or do not apply.	x		AP/AS/IN
Knowledge			
Demonstrable knowledge and understanding of qualitative and quantitative risk assessment and risk management tools.	x		AP/AS/IN
Knowledge of Environmental Health Legislation, and the local authorities' regulatory and enforcement powers in relation to all Environmental Health Statutes.	x		AP/AS/IN

Adapts and works effectively in different situations in order to carry out variety of tasks, whilst remaining calm and level-headed under pressure.	x		AP/AS/IN
Accepts constructive feedback and makes adjustments accordingly. Knowledge of budget management.	x		AP/AS/IN
Has the ability to set and meet challenging goals, creating own measures and consistently seeks ways of improving performance.	x		AP/AS/IN
Awareness of own shortfalls and takes charge of personal development to keep skills up to date whilst developing knowledge.	x		AP/AS/IN
Broad knowledge of local authority purpose, corporate priorities and the impact on services.	x		AP/AS/IN
Good working knowledge of Microsoft products particularly Outlook, Word, and Excel.	x		AS
Skills and abilities			
The ability to identify, assimilate and apply legislation, guidance, and codes of practice.	x		AP/AS/IN
Courtroom proven statement taking, investigative, interviewing and evidence gathering skills.	x		AP/AS/IN
The ability to manage a constantly changing set of work priorities and to make priority risk-based judgements and decisions in quick and slow time without access to support.	x		AP/AS/IN
Ability to find solutions to complex problems.	x		AP/AS/IN
Ability to manage a number and variety of projects effectively and to time.	x		AP/AS/IN
Proven ability to communicate effectively including complex and legal concepts both verbally and in writing with the following: all levels of officer inside the organisation, elected members, all sections of the public, central government agencies and all members of the business community, including persons who are being regulated and enforced against by the post holder.	x		AP/AS/IN
High developed persuasive skills. The ability to use persuasive skills in order to make all of the above	x		AP/AS/IN

groups choose a course of action they would rather not take.			
Ability to lead/develop multi agency interdepartmental partnerships and represent the council at a wide variety of forums	x		AP/AS/IN
Ability to manage conflict between parties and professionals and/or deal with aggressive and/or unreasonable behaviour often in a highly stressful arena with high demands.	x		AP/AS/IN
The ability to be articulate, rational, empathetic, sympathetic and tactful with good listening skills and the ability to respond to the needs of different target groups.	x		IN
Other attributes			
To hold a full driving licence valid in UK and have access to a motor vehicle with business insurance.	x		AP/IN
Demonstrate competency in MS packages including Word, Access, Excel and PowerPoint.	x		AP/AS/
Willingness and ability to work outside normal office hours to attend meetings.	x		AP/IN

Assessment Criteria:
(AP) Application, (AS) Assessment, (IN) Interview

Our Values and Behaviours



Our CORE values are key to delivering our vision, plans and strategies.

Collaborative	Open	Responsible	Excellent
We work together to get things done	We behave with integrity & fairness	We take responsibility for our actions and decisions	We perform at our best & strive for excellence

It's really important that you have a genuine passion for doing a great job and our behavioural competency framework sets out how we want people to work, ensuring everyone is valued, supported and empowered.

These competencies will be assessed throughout the recruitment and selection process, as well as part of your ongoing development and progression.