



Principal Officer: Environmental Health

JOB PROFILE

Incorporates

Section 1	Post Descriptor
Section 2	Person Specification

SECTION 1: POST DESCRIPTOR

1. JOB DETAILS	
Job Title: Principal Officer: Environmental Health	
Service Area: Regulatory and Regeneration	Section: Environmental Health Services
Reports to: Planning, Building Standards and Environmental Health Manager	Grade: 10
Position Number: CS0897	Gauge Reference: A7366

2. JOB PURPOSE

To provide leadership, vision and management of the Environmental Health Service. To ensure the effective provision of an environmental health service to all customers, leading and managing the environmental health service to provide excellent customer care meeting strategic objectives and performance targets in the key service areas of:

- Environmental Pollution and Community Protection
- Community Health Protection
- Food and Business.

The post holder will manage directly one of the 2 specialist services within the Environmental Health Service.

The post holder will be accountable for the management and continuous improvement of all elements of performance of the service and will be expected to provide “added value” and take a lead role in corporate activities such as business continuity, risk management, emergency planning and, serious and organised crime. They will also be an integral part of the Council's transformation agenda to deliver agile, flexible services that are high quality and more efficient.

3. DIMENSIONS and SCOPE OF JOB
(including budgetary and staffing responsibilities)

Budget:

The core budget value is around £1.1M with income of around £0.3 M.

The post holder is responsible for developing budgets, contributing to ongoing efficiencies, and ensuring the Environmental Health budget is effectively monitored. They will consider and take account of the financial implications of all relevant projects, initiatives and legislative change including developing budget forecasts and growth bids where necessary.

The post holder will be responsible for maintaining the financial stability of the service through maximising income from all relevant external funding sources and make recommendations to ensure the sustainability of the service. In order to achieve maximised income the post holder will explore opportunities and submit bids for external funding to augment current budgets and ensure the delivery of projects associated with successful bids. The post holder will be accountable for financial and operational compliance with any source of funding such as Food Standards Scotland and Scottish Government.

Staffing Direct:

The post holder will be responsible for providing leadership, motivation and direction for a Service Coordinator and supports the environmental health workforce circa 19 employees. They will directly manage staff within one of the two specialist groups within Environmental Health Services.

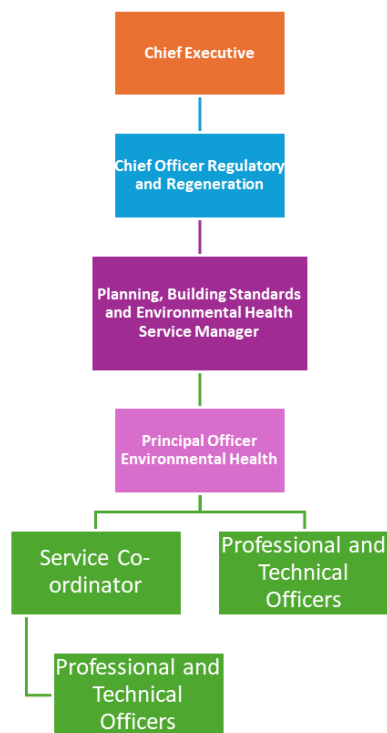
The post holder will promote the personal development within the team ensuring regular monitoring and review to support the development of a learning culture and the development of effective training and development plans.

Staffing Indirect:

The post holder will develop and manage internal and external relationships to optimise outcomes for the environmental health services. In particular the post holder will be required to develop effective relationships with Elected Members, External Partners and Stakeholders in particular the Glasgow Scientific Laboratory Management Group.

4. ORGANISATIONAL CHART

(shows levels directly above and below this post and includes grades of posts)



5. ROLE OF SERVICE AREA/SECTION

The Environmental Health Section sits within Regulatory and Regeneration Services and has approximately 19 staff. The Environmental Health Service exists to protect the public in the environments in which they live, work and travel.

The Environmental Health Section is responsible for :

- Assessing situations where the physical environment may impact on physical or mental health.
- Implementing the appropriate intervention to protect and improve physical or mental health which can include enforcement action when necessary.
- Proactively engaging with, educating and giving pertinent 'on site' advice to businesses, the general public and a wide range of other organisations.

The Section is organised into 2 specialist groups covering a wide variety of statutory services to protect the public and genuine law abiding businesses. In addition to the wide ranging statutory services the section also provides pest control services, education, advice and training. The enforcement role involves ensuring that those persons who must comply with the laws that we enforce do so.

The Section also undertakes the following areas of work:

- Food safety and hygiene, food standards, labelling and composition.
- Workplace and event safety and accident prevention.
- Ensuring license holders comply with licensing conditions e.g. cinemas, caravan sites, houses in multiple occupation, tattooists, skin piercers, pet shops and many others.
- Prevention, investigating and controlling infectious diseases.
- Enforcing laws and monitoring and managing pollution including noise, contaminated land, light, air and water quality.
- Responding to public health concerns and taking appropriate action.
- Housing issues including disrepair, overcrowding, dampness, dirty homes, immigration enquiries and registration of private landlords.
- Provision of pest and dog control services including dealing with rodents, insects, birds and stray, out of control and barking dogs.
- Provision of consumer and business compliance advice.
- Support to the Planning, Building Standards and Licensing services including responding to consultations and giving advice on planning, building standards and licensing applications to minimize potential problems being created.
- Monitoring and improving private water supplies and dealing with incidents of cyanobacteria (blue-green algae).

Environmental Health Officers work in partnership with numerous internal and external partners such as Public Health Scotland, NHS Greater Glasgow and Clyde Board, Scottish Water, Food Standards Scotland, Health and Safety Executive, Scottish Environment Protection Agency, Police Scotland, Home Office Immigration Enforcement.

6. KEY ACTIVITIES, RESPONSIBILITIES and OUTCOMES

1. Responsible for the day to day management of the Environmental Health Service with a clear focus on protecting public health through excellent customer experience and outcomes.
2. To ensure that current and future service needs are reflected in the development of creative, innovative and appropriate policies and actions plans which support the Council's Strategic Plan and deliver organisational aims and priorities.
3. Manage the delivery of the environmental health service ensuring compliance with all appropriate legislation and associated regulations, policy and procedures.

4. Lead Officer for a Specialist Regulatory area of work and to undertake the role of Service Co-ordinator for that specialist area in full including the following:
- a) Coordinating the specialist regulatory group to deliver statutory services which protects the community and the Council by ensuring that all statutory laws are implemented and properly applied.
 - b) Lead the specialist regulatory group to ensure all related work is undertaken within legally prescribed timescales e.g. consultation responses to the Licensing.
 - c) Manage all activities whether risk based or not which includes coordinating, planning, allocating, monitoring, to ensure that all people and premises that require to comply with laws do so in line with statutory requirements and timescales.
 - d) Ensure all service requests are allocated to the appropriate officers and dealt with in line with the West Dunbartonshire Council Customer Charter and within local service standards.
 - e) Be able to manage non-routine/complex issues and support colleagues in regulatory disputes e.g. with local businesses.
 - f) Develop and implement approaches that ensure that the specialist groups within Environmental Health work together as necessary to delivery excellently coordinated customer focused services to all stakeholders.
 - g) Develop and manage the group of professional officers and support and motivate each officer to maximise their potential through personal development planning, training, coaching, mentoring and formal education as necessary.
 - h) Contribute to and develop and draft annual service plans and strategies as well as monitoring operational plans to ensure objectives are achieved and complied with. Record and update progress on the Council's corporate performance management database and other systems as necessary.
 - i) Undertake internal monitoring of the standard of work of all officers in the specialist group to ensure that service standards are maintained and officers remain competent.
 - j) Implement systems and procedures to ensure that the specialist services are delivered in line with statutory requirements and guidance. Ensure that accurate data is available to report to Council Reporting Systems, CIPFA, Audit Scotland, Food Standards Scotland, APSE and other performance monitoring and benchmarking organisations.
 - k) Maintain expert knowledge of all business continuity issues likely to affect the specialist group and support the Resilience and Emergency Planning activities necessary within Regulatory and Regeneration Services and the Council.

5. To review, identify and assess potential strategic, operational, financial and reputational risks and implement actions to mitigate or minimise those risks.
6. To be accountable for compliance with the expectations and the standards of Food Standards Scotland, Health and Safety Executive or any other body which may audit the service.
7. To liaise and ensure compliance with guidance and direction from Scottish Government, Food Standards Scotland, The Drinking Water Regulator, Health and Safety Executive etc.
8. To maintain the Councils register of “competent persons” authorised to deliver of the local authority health protection role required by the Public Health etc. (Scotland) Act 2008.
9. The Food Safety Act 1990 and the Agriculture Act 1970 require that the Council, makes the statutory appointments (of suitably qualified persons) to undertake the roles of Public Analyst, Agricultural Analyst and Food Examiner. The Principal Officer: Environmental Health is required to maintain this register.
10. To identify and develop the effective use of technology, development of Civica APP (Flare) performance management systems and new ways of working that contribute to improved customer experience, improved outcomes, efficiency and improved employee experience.
11. The service contributes significantly to the Council’s emergency response to issues which affect the community and local businesses such as during the outbreak of COVID and will represent the Council on external and internal working groups during emergency incidents as appropriate.

7. PROBLEM SOLVING

The post holder covers all areas of Environmental Health activity and problems are often complex and diverse in nature. Problems arise from a variety of sources and can affect the long term strategic direction of the authority’s Regulatory activity and its approach to the Scottish Regulators’ Strategic Regulatory Code, Statutory Guidance or reserved or devolved legislation as well as the West Dunbartonshire Council Enforcement Policy.

The post holder is required to respond to the changing needs of the Council and its stakeholders and develop robust long term strategic plans to support the organisation. This calls for considerable knowledge and understanding of the Council, community and the external policy and legislative environment in which the Council operates.

Based on sound analysis of complex problems and issues, the post holder will explore and devise strategic, evidence based options and make recommendations to Planning, Building Standards and Environmental Health Manager, Chief Officers, Senior Leadership Team, Council and its Committees as well as external stakeholders and external partners on behalf of the Council. The post holder will need to deal with problems of a multi-functional or multi-disciplinary nature.

8. PLANNING

Integral to this post is the requirement to lead the development of plans and strategies such as: Regulatory and Regeneration Delivery Plan; Self-Evaluation Improvement Plans; Workforce plans as well as statutory plans required by external agencies (Food Service Plan and Health and Safety at Work Enforcement Service Plan) in order to support Council objectives

There is also the need to plan and contribute to strategic planning in relation to future service delivery to meet the Council's transformation agenda.

In developing strategies and plans to meet future service challenges the post holder will require to be engaged in developments at a local and national level and actively contribute to the transformation agenda.

Contribute to service policies and strategic plans and in particular to the development of the Regulatory and Regeneration delivery plan for the environmental health service in accordance with planning and budgeting guidance.

Contribute to the Council's civil contingencies planning arrangements and ensure effective arrangements are in place for the operation of relevant emergency plans.

9. ASSIGNMENT AND REVIEW OF WORK

Annual objectives are jointly agreed with Planning, Building Standards and Environmental Health Manager. The post holder is expected to manage their own workload and priorities consistent with the annual objectives. The post holder sets and agrees objectives and work plans with the Planning, Building Standards and Environmental Health Manager and uses initiative in seeking solutions to existing and new problems and challenges. There is a broad framework of delegated authorities to develop and progress initiatives autonomously.

Objectives are reviewed formally on an annual basis by the Planning, Building Standards and Environmental Health Manager through the performance review framework and the post holder will participate in formal and informal meetings with the Planning, Building Standards and Environmental Health Manager and senior officers to review and report on progress against service strategies, update current issues and problem solving.

The post holder is expected to set work priorities with reference to External Funders Scottish Government, FSS, Council, Committees, Chief Executive, Chief Officers, and Strategic Leadership Group.

The Food Enforcement Service is audited by Food Standards Scotland regularly and there is a specific requirement to report the findings and any improvement action plan to the Council.

Annual air quality progress and update reports require to be submitted to SEPA and Scottish Government.

Private Water supply activity and health and safety at work enforcement activity are also reported to Government and regulatory bodies.

10. COMMUNICATIONS AND WORKING RELATIONSHIPS

The development of effective working relationships is critical to the delivery of key outcomes for the role. These relationships will include:

Internal communications and working relationships:

- Chief Executive, Chief Officers, Planning, Building Standards and Environmental Health Manager, elected members, senior managers and service coordinators to agree and drive forward services and service improvements.
- Elected members through Committees and in response to enquiries and for advice in respect of the Environmental Health services.
- Staff in response to enquiries and provision of professional guidance.
- Trade Unions in relation to managing transformation and organisational change.
- To ensure close and effective collaboration with the Council services which can help to contribute directly to protecting and improving public health and at the same time ensuring regulatory activity is joined up to minimise burdens on business.
- To represent West Dunbartonshire Council on all relevant national and regional bodies influencing and protecting the interests, and promoting the reputation of the Council, its customers, communities and partners.
- To work effectively in partnership with all relevant agencies across the public, private and third sector, promoting a spirit of co-operative working and maintaining close and effective professional relationships.
- Develop excellent relationships with all leadership teams to enable corporate working, ensuring a partnership approach is applied to assist in the achievement of corporate goals.
- Develop and foster excellent working relationships with relevant stakeholders including Elected Members, Employees and external Partners to ensure effective and efficient delivery of the Environmental Health service.

External communications and working relationships:

Liaising with Agencies, Organisations and Government Departments including Society of Chief Officers of Environmental Health, Food Standards Scotland, Health and Safety Executive, COSLA, Consultants in Public Health Medicine, Health Protection Scotland, SEPA, Procurators Fiscal, Police Scotland, Glasgow Scientific Services Management Group, NAFN, Home Office Immigration Enforcement.

11. DECISION MAKING

This post holder operates within a legislative and policy framework at an international, national and local government level and will ensure best practice and innovation in relation to funding conditions, Scottish and UK legislation and statutory guidance. The post holder is required to take all professional decisions within the remit of this post.

The post holder will be expected to make innovative and pragmatic decisions not covered by law or policy which have significant implications for the Council in terms of risk, operational effectiveness, financial governance or reputation.

Post holder has delegated authority to make decisions relevant to the successful execution of the post and a high level of autonomous decision making is expected.

The post holder is required to bring a level of expertise to bear on the key areas and contribute to wider strategic decision making and planning processes as necessary. The post calls for both logical and analytical thinking along with creative and innovative approaches. The breadth of the remit requires decision making across a wide range of service strands.

12. MOST CHALLENGING PART OF THE JOB

Responding to changing demands and external challenges and effecting a culture of change in the service area against a background of demonstrating continuous improvement within agreed budget and resources.

13. GENERAL

Disclosure/PVG membership: N/A

Politically Restricted Post: Yes

The duties and responsibilities contained within this Post Descriptor are neither exclusive nor exhaustive as the postholder may be required to undertake other reasonably determined duties commensurate with the level and grade of the post without changing the general character and nature of the post.

The Post Descriptor may be subject to revision, depending on the future needs of the post and the organisation, following appropriate consultation.

14. WDC TRAINING

West Dunbartonshire Council – Operates [Skills Passports](#) for all employees, which details the training available and timescales for undertaking courses. Skills passports are available via the Council's Intranet [Organisational Development & Change](#)

- Skills Passport A – New Entrant Employee Passport
Includes WDC Induction; Equality & Diversity; Data Protection (GDPR) & Security Awareness and relevant i-learn modules;
Policy Reading: Code Of Conduct; ICT Information Security Policy and Acceptable Use Policy
- Skills Passport B – WDC Employee Passport
Includes relevant i-learn modules

15. ROLE SPECIFIC TRAINING

No training required. Requirements of new employee checklist to be completed

Post Descriptor Prepared by: Planning, Building Standards and Environmental Health Manager
Date: 06/12/2024

SECTION 2: PERSON SPECIFICATION

Essential	Desirable
Qualifications/Professional Membership	
A Degree and the REHIS Diploma in Environmental Health or equivalent qualification recognised by REHIS	Management development qualification
	Chartered membership of appropriate professional body e.g. Royal Environmental Health Institute of Scotland
	Possess a Full UK Driving Licence
Training	
Demonstrable commitment to continuing professional and managerial development	
Experience	
Experience of leading or managing exemplary customer services	Experience of managing an environmental health response to an emergency situation
Experience of effectively initiating, planning, and managing and implementing projects	Experience in all areas of Environmental Health
Experience of leading and managing change in a complex organisation	A successful track record and background of consistent achievement in the development of policy and strategy in an Environmental Health area.
	Experience of working with partners in respect of serious and organised crime
Knowledge and Skill	
Strong interpersonal skills and ability to challenge, support, influence, and engage staff, managers and peers	
Knowledge and understanding of current/changing legislation relating to the post	
Excellent written and verbal communication skills	
Ability to prioritise, plan and manage workloads	
Ability to challenge existing practice and modernise systems and processes	
Ability to produce work of a high and accurate standard whilst working to tight timescales	
Ability to communicate and effectively reach a variety of people	
Ability to prepare concise accurate reports on complex issues and the confidence to present them	
Strong financial and budget management skills	

Disposition	
High level of integrity and able to communicate with officers, elected members, local businesses, partner organisations and the community at all levels	
Committed to public service and the ability to empathise with colleagues, managers and the general public	
Committed to developing a flexible, agile workforce capable of serving the community and complying with statutory duties	
Enthusiastic, committed, interested in improving West Dunbartonshire as a place to live work or visit	
Commitment to working and dealing with emergencies out with standard office hours and out with the boundary of the authority as necessary	
Self-motivated, flexible and adaptable	
Pragmatic, a can do attitude and a high achievement drive	
Ability to work on own initiative, self-motivated , flexible and adaptable	