

## Job Description and Person Specification

**Post Title:** Environmental Health Services Manager

**Reports to:** Environmental Health, Housing, Net Zero & Community Safety Group Manager

**Scale:** 9

**Politically Restricted:** No

### Overall Purpose

To manage and lead the Environmental Health Services Team and support and develop high quality, cost effective and customer focussed services that seek to protect and enhance the safety, health, and environment.

### Key Roles, Tasks and Responsibilities

1. To lead and manage the Environmental Health Services Team and ensure that all staff perform to the best of their ability and maintain motivation and performance.
2. To manage assigned budgets and resources and where appropriate secure efficiency gains.
3. Ensure resources are allocated according to demand and work streams are integrated to strengthen and form links across all Environmental Health Service work areas.
4. To drive a system of performance management and improvement across all Environmental Health Service work area.
5. To successfully manage change within the service and maintain an enthusiastic and committed team.
6. To ensure that all staff have the necessary training and development to undertake their roles effectively and to support/mentor staff to enhance skills and understanding.
7. To be responsible for the provision of a section service plans & statutory returns on an annual or specified basis and for subsequent implementation and review.
8. To implement and develop performance management for the service and be responsible for an overview of relevant operational and corporate risks ensuring any new, emerging, or potential future risks are identified and mitigated.

9. Represent the service as necessary and participate in working parties/steering groups, projects, inter-departmental officer meetings, public meetings, as required.
10. To hold Proper Officer appointments specified from time to time in the Council's Constitution, including but not exhaustively, the Proper Officer for Food Safety under the Food Safety Act 1990, Proper Officer for Public Health and Health and Safety Part 3.
11. To ensure that all Environmental Health Services staff and other key colleagues are regularly briefed on any changes in requirements to ensure that they are up to date on any new developments and initiatives.
12. To perform operational duties associated with the work areas in support of the work of the team and when needed for higher profile/risk work areas.
13. To maintain a professional relationship with external agencies, key partners, and customers.
14. To carry out any other duties as may be deemed necessary by the Group Manager or Director.

## Post Characteristics

**Allowances:** Essential car allowance, mobile telephone. One professional subscription

**On call/emergency situations:** In the event of an emergency in relation to flooding, noise, pollution, food and health & safety, infectious disease and emerging issues

**Security/safeguarding checks:** Basic DBS

## Health and Safety Responsibilities

Compliance with the Health and Safety policy is the responsibility of all staff.

All staff are responsible for the effective implementation of the Council's Health and Safety Policy and procedures within their Services and report any corporate or significant issues to the Director of Operations as the lead officer on Corporate HSW.

Staff should be familiar with and at all times comply with:

- the Council's general health and safety policy,
- the Council's specific health & safety policies and procedures as detailed in the Council health and safety policy documents, and
- local department specific health and safety procedures as amended or added to from time to time.
- Further Health & Safety information related to this post will form part of your Contract of Employment

## **Emergency Planning/Response Responsibilities**

To carry out the duties specified in relation to the post in the Emergency Plan, Business Continuity, and other associated documents.

## **Person Specification**

### **Knowledge**

#### **Essential:**

- Excellent, detailed technical Environmental Health Services knowledge, including current developments (3,4).
- Detailed knowledge of Environmental Health Service legislation (3,4).
- Breadth of technical knowledge across the designated areas of responsibility (3,4).
- Office software – Excel, Word, Outlook & PowerPoint, and in-house systems including flare and GGP (3,4).
- Public sector environment (3,4).

### **Experience**

#### **Essential:**

- Minimum 5 years working within an Environmental Health Services (3,4).
- Delivering Environmental Health Services (3,4).
- Managing change in a complex service delivery environment (3,4).
- Experience in, and an effective understanding of the issues involved in delivery of excellent front line customer service; ability to deliver services with a proper regard for equal opportunities, access and health and safety (3,4).
- Effective management of resources (3,4)
- Budget preparation & monitoring (3,4).

#### **Desirable:**

- Office software – Excel, Word, Outlook & PowerPoint (3,4)

### **Skills/Abilities**

#### **Essential:**

- High and proven interpersonal skills (4,5).
- High and proven written and verbal communication skills (3,4,5).

- Proven and successful track record of people management, including individual/team management, motivation & retention, and performance management (3,4,5).
- High and proven analytical, problem solving and creative skills (3,4,5).
- Developed skills in negotiation and persuasion (3,4,5).

**Desirable:**

- High level of competence in office systems – Excel, Word, Outlook & PowerPoint (3,4,5)

**Qualifications/Training**

**Essential:**

- A professional role relevant to the role (3,4,5).

**Desirable:**

- Food competent officer in line with the Food Law Code of Practice (3,4,5).
- Management qualification/course (3,4,5)

**Other**

**Essential:**

- Team player – cooperative, flexible, and adding value (3,4,5).
- Track record of effective briefing at a range of levels (3,4,5).
- Committed to continuous improvement in quality, timeliness, and productivity (4).
- Flexible working (4).
- Working to, and achieving, deadlines (4,5).
- Effective prioritisation (3,4,5).
- Ability to innovate (3,4,5).
- Ability to drive (own car) (3,5).

**Method of assessment**

1. Test prior to shortlist
2. Test after shortlist
3. Application form
4. Probing at interview
5. Documentary evidence

### **Job Description and Person Specification details:**

Reviewed by: Group Manager for Environmental Health, Housing & Community Services.

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