Environmental Protection Technical Officer

Directorate:	Environment	**Service:**	Environmental Protection and Community Safety
Responsible to:	Environmental Protection & Community Safety Manager	**Responsible for:**	N/A
Grade:	Grade 7		
Location:	Civic Centre		

Job Purpose:

To work under the direct supervision of the relevant District Environmental Health Officer for the enforcement of all matters relating to Environmental Protection in accordance with statutory requirements, council policy and the provisions of the Service Unit work plan.

Key Tasks & Responsibilities:

To investigate, carry out and respond to service requests, service complaints and scheduled inspections in accordance with the provision of environmental legislation and any regulations made thereunder with regard to all matters relating to Environmental Protection. Service complaints include those relating to statutory nuisances and anti-social behaviour. Scheduled inspections include those relating to private water supplies. Service requests include Freedom of information / Environmental Information Requests, Subject Access Requests, Land Charges, statistical returns, etc.

To undertake monitoring to support the collection of evidence in respects to the investigation of individual service requests, service complaints and environmental concerns. Monitoring includes noise, odour, dust, and any other environmental concern or potential statutory nuisance. Monitoring also includes routine monitoring such as for air quality.

To draft, serve and follow through formal and informal notices and prosecutions under relevant legislation appropriate to the grade.

To ensure that all administrative arrangements within the Service Unit are complied with and to record and update details of any inspections, visits and work carried out, works requested, etc,

for evidential and performance management purposes, making use of the Department's systems including IDOX, EDRMS, CXM, the Noise App, etc.

To prepare and submit detailed reports and similar in respect of any inspection / investigation undertaken.

To advise, inform and assist the public. This will include the interpretation of legislation and where necessary discussions and referral to other agencies.

To support and provide full and detailed advice, assistance and information to the relevant District Environmental Health Officer, the Senior Environmental Health Officer, and where necessary to the Manager of Environmental Protection & Community Safety.
To participate in departmental and corporate projects, including those led by outside bodies and external partners.

To relate any specific problem or difficulty to the relevant District Environmental Health Officer, Senior Environmental Health Officer, and where necessary to the Environmental Protection & Community Safety Manager.

To attend as directed any internal or external training seminar or similar commensurate with the range of duties undertaken.

To attend multi-agency meetings commensurate with the range of duties undertaken.

To assist in the effective training of all students attached to the Environmental Protection Department as and when necessary.

To undertake any other duties required by the Director of the Environment and the Manager of Environmental Protection & Community Safety which are appropriate to the duties and grading of the job in order to achieve flexibility of the work as a whole and to cover for sickness or holidays subject to the provisions of the national scheme of conditions of service. This includes work relating to Community Safety.

To ensure that in undertaking any duties as directed, the council's policies relating to equal opportunities, service provision and customer care are adhered to.

Corporate Responsibilities:

The postholder will be expected:-

- To adopt a flexible approach to changing patterns of work and undertake such other duties as are consistent with the job purpose and grade of post.
- To promote best practice in meeting the requirements of Health and Safety legislation and Council policy and comply with other relevant statutory legislation.
- To carry out duties in accordance with the Council's policy on equality and diversity.
- To accept that everyone has a right to their distinct identity, treating everyone with dignity and respect and ensuring that what our customers tell us is valued by reporting it back into the organisation.
- To provide quality services that are what our customers want and need, giving customers the opportunity to comment or complain if they need to, working with them to

identify what needs to be done to meet their needs and informing managers about what customers say in relation to the services delivered.

- To develop oneself and others making every effort to access development opportunities and contribute effectively by participating in the Council's performance management scheme.
- To be responsible for Data Quality.
- To demonstrate a high standard of probity in the use of council resources and where a nominated budget holder manage spending within available resources.
- To support the delivery of the Council's Climate Change Strategy and Action Plans to achieve net zero in 2050.

QUALIFICATIONS	ESSENTIAL/ DESIRABLE	ASSESSMENT METHOD
Good Standard of Education (minimum 6 GCSE's Grade 6 or above, or equivalent including English, Maths and Science.	**Essential**	Application Form
Diploma or Degree in Environmental Health	**Desirable**	Application Form
Noise Diploma or equivalent qualification of relevance to Environmental Protection, or a willingness to undertake a relevant qualification.	**Desirable**	Application Form

SKILLS	ESSENTIAL/ DESIRABLE	ASSESSMENT METHOD
Ability to research a subject and instigate an action plan to deal with any given situation.	**Essential**	Application Form/Interview
Ability to work as part of a team	**Essential**	Application Form/Interview
Ability to use initiative and work without supervision	**Essential**	Application Form/Interview
Ability to work under pressure and meet deadlines	**Essential**	Application Form/Interview
Ability to prepare reports, statements and keep detailed records of actions.	**Essential**	Application Form/ Interview
Well developed communication skills. Able to communicate effectively both orally and in writing with excellent interpersonal skills demonstrating tact, diplomacy and	**Essential**	Application Form/Interview

sensitivity. Able to influence, negotiate, persuade, educate and advise.		
Ability to follow established procedures effectively	**Essential**	Application Form/ Interview
Ability to contribute effectively to conflict resolution	**Essential**	Application Form/Interview

EXPERIENCE	ESSENTIAL/ DESIRABLE	ASSESSMENT METHOD
Experience working within Environmental Protection.	**Desirable**	Application Form/Interview
Experience and understanding of relevant legislation, Codes of Practice, Regulations, and Statutory Guidance relevant to Environmental Protection.	**Desirable**	Application Form/Interview
Experience in the range of enforcement powers available for Environmental Protection and in the carrying out of enforcement actions including the issue of fixed penalty notices and the serving of statutory notices as required in accordance with established procedures.	**Desirable**	Application Form/Interview
Experience in the use of sound level meters.	**Desirable**	Application Form
Experience in dealing with challenging situations, demonstrating good customer care and communication.	**Essential**	Application Form/Interview
Experience in following documented procedures	**Essential**	Application Form/Interview
Practical experience in front line service delivery operations	**Desirable**	Application Form/Interview
Experience of working effectively with a range of partner agencies and the community	**Desirable**	Application Form/Interview
Experience of collecting and interpreting data	**Essential**	Application Form/Interview
Ability to identify hazards in the environment, undertake a dynamic risk assessment and take proportionate action to address the risk.	**Essential**	Application Form/Interview

ADDITIONAL REQUIREMENTS	ESSENTIAL/ DESIRABLE	ASSESSMENT METHOD
Regular and Reliable Service (the Council does not wish to employ individuals who have a poor history of attendance at work where there is no underlying medical reason for the absence)	**Essential**	References
Demonstrate commitment to equal opportunities together with a clear appreciation of equalities issues	**Essential**	Application Form/Interview
Full driving licence	**Essential**	Application Form/Interview
Flexible – Willing to assist in other areas of the Directorate. Self-motivated, enthusiastic, with a creative approach to work. Prepared to work outside normal office hours.	**Essential**	Application Form/Interview
Own car or other acceptable means of mobility throughout the Borough	**Essential**	Application Form/Interview

Our Values are key to delivering our vision, plans and strategies.
All Behaviours listed are essential to the post.

			
Professional	**Innovative**	**Collaborative**	**Customer focused**
In being professional we…	In being innovative we…	In being collaborative we…	In being customer focused we…

• Have pride in how we represent the council • Treat people with respect and consideration • Are conscientious and carry out our work to a high standard • Carry out our work activities in an honest and ethical manner	• Proactively embrace change and learn from our mistakes • Challenge and constructively question existing processes • Make best use of our resources to provide excellent services • Encourage creative thinking with colleagues and peers	• Communicate effectively with colleagues and stakeholders • Develop productive relationships and achieve the best results • Recognise and embrace the knowledge and skills of others. • Embrace the concept of one team one council and all work together	• Strive to provide excellent services • Understand our customers' needs and consider things from their perspective • Effectively communicate and manage expectations • Actively seek ways to maximise customer satisfaction

Special Conditions:

(e.g. Weekend work, shift allowance, car/mileage allowance)

- The council operates a strict non-smoking policy.
- Casual Car User Allowance. Casual Car User's will be paid at the middle band. You will be required to provide your own means of transport.
- Required to work outside the Council's normal working day for which time off in lieu will be granted for work undertaken outside the Councils flexible working scheme.

Due to the nature of the duties it will be necessary to work throughout the Council's area.

Prepared by: Corinne Mason **Date:** 17.11.2026

Post Holder Signature: **Date:**