

## Job description template

### Job Description

<b>JOB TITLE:</b>	<b>Environmental Health/Protection Officer</b>
<b>GRADE:</b>	<b>K</b>
<b>POST NUMBER:</b>	
<b>DIRECTORATE:</b>	<b>Communities</b>
<b>SERVICE:</b>	<b>Safer Neighbourhoods Operations</b>
<b>RESPONSIBLE TO :</b>	<b>Team Leader – Environmental Protection Noise Team</b>
<b>RESPONSIBLE FOR:</b>	<b>No direct management responsibility</b>
	<b>DBS Basic / Enhanced check required</b> <b>This post is not politically restricted</b>
<b>JOB SUMMARY:</b>	<p>Ensure compliance with current legislation by making decisions on applications and/or dealing with issues as they arise, ensuring prescribed timescales are met and using enforcement and other legal measures such as assuming and exercising statutory authority.</p> <p>Promote the work of the Environmental Protection Noise Team through liaising with other Directorates within the Council, external bodies and statutory authorities including the provision of specialist information, expert advice, guidance and assistance to residents of the Borough and businesses including national and multi- national companies and elected members.</p> <p>Provide technical supervision of other team members as required in the officer's specialist area of noise and acoustics.</p> <p>Provide professional/technical advice and direction to own and other Directorate Officers whilst undertaking specialist Environmental Protection Noise enforcement and inspection duties.</p>

	<p>Actively engage with supervision and review / appraisal arrangements and be able to receive, critically reflect and learn from feedback, to review and develop the capabilities and competencies as set out in the Person Specification as required. Participate in the creation and implementation of a personal training plan in conjunction with management.</p>
<b>ROLE REQUIREMENTS:</b>	<p><i>[The role requirements are the duties and responsibilities that are specific to the job. If a duty is required to be carried out infrequently this should not be recorded as this list is not exhaustive]</i></p>
1.	<p>Exercise delegated authority and where authorised to act as an Environmental Health Officer/ Environmental Protection Noise Officer on behalf of the Council under the appropriate legislative provisions and ensure statutory responsibilities are properly and effectively discharged, on issues of Environmental Health/Environmental Protection Noise, including Housing, Pollution, Licensing and Planning.</p>
2.	<p>Organise, initiate, plan and manage campaigns in high priority complex, Environmental Health/Environmental Protection Noise and vibration areas, including the production and use of publicity material as required.</p>
3.	<p>Monitoring noise in the environment is a specialist field. Monitoring should be carried out by a qualified acoustician or environmental health officer who can demonstrate competency in environmental noise assessment work. The competent person should be able to provide expert specialist and professional advice and guidance to all service users including residents, consumers, traders and businesses on specialist area of Environmental Health/Environmental Protection Noise, vibration and acoustic matters.</p>
4.	<p>Initiate and carry out enforcement and legal process actions in residential and commercial premises, including prosecution, seizure, or detention of goods, issuing of notices, application for and execution of warrants necessitating the forced entry to premises, carrying out works in default, including visiting sites (alone during the day) and taking necessary action. Visits should be carried out in accordance with health and safety measures such as adopting appropriate support where required. Carry out noise monitoring at premises and outdoor events– installation of</p>

	<p>fixed equipment and mobile noise monitoring.</p> <p>Such visits will involve attending locations and encountering situations which may involve personal risk.</p>
5.	<p>Carry a caseload prioritising and programming work and making day to day decisions on cases as required. Initiating inspections in all types of premises including high risk premises as required. To secure compliance to acceptable standards by their own initiative.</p> <p>Officers are expected to monitor and manage a high number of cases and make decisions independently, prioritising caseloads properly depending on risk and evidence of significant legal contraventions.</p> <p>Officers will take responsibility for how their role fits into the team, the directorate, and the council.</p> <p>Ensure that services are efficiently and effectively provided and identify gaps in services and advise managers accordingly. Actively seek out feedback on services.</p> <p>Maintain confidentiality and apply data protection requirements.</p>
6.	Prepare comprehensive case reports and make recommendations for legal proceedings and provide briefings for Managers, other council departments and legal representatives as necessary.
7.	Produce witness statements; attend court, public inquiries, and other legal forums (such as Planning and Licensing appeals) as an expert witness in Environmental Health/Environmental Protection Noise, vibration, and acoustic issues on behalf of the Council, as necessary.
8.	Work as a member of a team. To prepare policies, procedures and guidance notes and the development of good practice in acoustic and other noise specialist areas such as vibration and BS4142 assessments where appropriate.
9.	To ensure that all duties and responsibilities are performed in accordance with all Council's Policies and Procedures including Financial Regulations, Standing Orders, Personnel Policies and Procedures, Health and Safety Policy etc.
10.	Participate in the planning and delivery of service, duty and cover arrangements.
<b>CORPORATE</b>	

<b>RESPONSIBILITIES</b>	
10.	Actively contribute to the council's priorities and outcomes in a way that promotes a 'one organisation' approach.
11.	Develop and maintain positive relationships with colleagues, stakeholders and communities to ensure the council and the directorate strategic priorities are effectively implemented.
12.	Promote equality among all staff and ensure that services are delivered in a non-discriminatory way, that is inclusive of all disadvantaged groups.
13.	Support organisational change and learning, following and implementing appropriate systems of self-development, communication and engagement, quality measures, monitoring and review in delivering the functions of the role.
14.	Promote sustainability, including encouraging a culture of innovation and accountability amongst all council staff.
15.	Deputise for the Team Leader / Principal Officer as required including attending meetings and representing the Section when required.
<b>PEOPLE</b>	<i>[This should detail those aspects of that require contact and interaction with other individuals, either within the council and/or in outside organisations, and the intended outcome of this]</i>
16.	Organise, initiate, plan and manage campaigns in high priority Environmental Health/Environmental Protection Noise and vibration areas, including the production and use of publicity material as required.
17.	Provide expert specialist and professional advice and guidance to all service users including residents, consumers, traders and businesses on specialist area of Environmental Health/Environmental Protection Noise, vibration and acoustic matters.
18.	Carry out enforcement and legal process actions in residential and commercial premises, including prosecution, seizure, or detention of goods, issuing of notices, application for and execution of warrants necessitating the forced entry to premises, carrying out works in default, including visiting sites (alone during the day) and taking necessary action. Visits should be carried out in accordance with health and safety measures such adopting appropriate support where required. Carry out noise

	<p>monitoring at premises and outdoor events— installation of fixed equipment and mobile noise monitoring.</p> <p>Such visits will involve attending locations and encountering situations which may involve personal risk.</p> <p>Deliver advice, run campaigns and education initiatives with businesses, residents and targeted groups to raise awareness and to raise and improve levels of public health within the Borough.</p> <p>Implement and operate systems, in accordance with the Council's policies and procedures which ensure that the quality and standards of professional practice and performance are achieved.</p>
<b>FINANCE</b>	N/A
19.	
20.	
<b>SERVICE</b>	<i>[This section will include requirements that the job holder may have in respect of quality assurance, continuous improvement, and the efficiency of the service]</i>
21.	Keep abreast of professional developments, legislative changes and best practice in all areas of Environmental Health, attending Continuing Professional Development Courses as appropriate and applying updated knowledge to present case load and sharing information gathered on courses, including providing training for other staff.
22.	Keep abreast of developments; assess acoustical implications of changes and new legislation, act as an advisor to improve the quality of the Borough's noise environment.
<b>PERFORMANCE</b>	
23.	<i>[This section needs to list the specific targets that are required to be met by the post holder and how these will be achieved]</i>
24.	To respond on the Service's behalf in the examination of planning applications and enforcement of relevant standards relating to extract ventilation systems, air conditioning plant and equipment and the application of relevant Codes of Practice and British Standards relating to the very specialised field of work of acoustics and vibration. To examine and critique/comment on Environmental Impact Assessments submitted. To plan and

	<p>provide effective training and support for officers involved in dealing with such specialised projects. Supervise, instruct and coach more junior officers/staff.</p>
25.	<p>Examine major license applications under the Licensing Act 2003 and regularly attend all meetings, forums, appeals and Licensing Committee as required.</p> <p>Examine and critique/comment on strategic, major and other planning applications using relevant legislation and up to date guidance under the Town &amp; Country Planning Act 1990 and regularly attend all meetings, forums, appeals and Planning Committee as required.</p>
26.	<p>To operate and utilise Information Technology as appropriate to the work of the Section. To initiate new I.T. systems and programmes to monitor borough noise levels and provide data to contribute to the wider public health agenda of the borough.</p>
27.	<p>The ability to provide technical supervision, instruction and specialist noise, vibration and acoustic advice to staff on the Out of Hours noise patrol as required.</p> <p>Participate in and contribute to specialist project teams as required.</p> <p>To undertake any other duties and responsibilities which may from time to time arise which are within the capabilities of the post holder and commensurate with the grade of the post.</p> <p>To comply with the Council's Equal Opportunities Policy in the opposition and eradication of all forms of discrimination and to ensure all services are accessible to all users.</p> <p>Ensure that all duties and responsibilities are discharged in accordance with the council's policies and procedures, Code of Conduct and relevant regulations and legislation. To comply with the council's equal opportunities and diversity policies ensuring anti-discriminatory practice within the service area.</p> <p>As an authorised Environmental Health Officer/ Environmental Protection Noise Officer provide professional/technical noise, vibration and acoustic advice and mentoring to other Environmental Health Officers/Technical Officers/Trainee Technical Officers/Students within the Service.</p> <p>Carry a caseload prioritising and programming work and making decisions on cases as required. Initiating inspections in all types of premises including high risk premises. To secure compliance to acceptable standards by own initiative. Officers are expected to monitor and manage a high number of cases and make</p>

	<p>decisions independently, prioritising caseloads properly depending on risk and evidence of significant legal contraventions.</p> <p>Officers will take responsibility for how their role fits into the team, the directorate and the council.</p> <p>To have local authority enforcement experience, achieved EHRB accreditation or be working towards the Chartered Institute of Environmental Health status, And or a nationally recognised acoustic qualification.</p>
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#### **OTHER CONDITIONS:**

To maintain personal and professional development to meet the changing demands of the job and participate in appropriate training/development activities including the council's 'My Annual Review' scheme.

**[For supervisory staff add the following]** To engage and develop all staff in the team to ensure they have clear personal development plans.

Ensure that all duties and responsibilities are discharged in accordance with the council's policies and procedures, Code of Conduct and relevant regulations and legislation.

To comply with the council's equal opportunities and diversity policies ensuring anti-discriminatory practice within the service area.

To undertake additional duties that may arise from time to time commensurate with the grade of the post.

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Requirements	Person Specification for the Post of	Essential (E) or Desirable (D) (if applicable)	Method of Assessment A= Application Form T= Test I= Interview
<b>Knowledge</b>	<p>Up to date knowledge of current work practices and recent developments within Environmental Health Legislation and Noise related to Planning and Licensing.</p> <p>Knowledge and awareness of the issues involved when working within a multi-racial community.</p> <p>Understanding of criminal evidential requirements and processes.</p>	E   E  E	A   A and I  I
<b>Qualifications &amp; Experience</b>	<p>Noise impact assessments should be carried out to an appropriate standard and by competent personnel, for example, holders of either an Institute of Acoustics:</p> <ul style="list-style-type: none"> <li>• Diploma in Acoustics and Noise Control</li> <li>• Degree in Environmental Health/Environmental Science or nationally recognised qualification in Acoustics and Noise Control and demonstrate relevant acoustic experience and qualifications.</li> <li>• Competence in Environmental Noise and vibration</li> </ul>	D   D  D	A   A  AI

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	<p>Measurement, with relevant experience</p> <ul style="list-style-type: none"> <li>• Experience in Environmental Health noise service enforcement, service of statutory notices, preparation of legal proceedings, appearing in court as a witness</li> </ul> <p>Working knowledge or experience in BS4142 and BS8233 Assessments, Planning and Licencing and EIA hearings and appeals</p>	E	AI
<b>Living the TOWER Values sets out the essential behaviours required of all staff.</b>		<b>They are aligned to the organisation's five TOWER Values</b>	
<b>We work TOGETHER</b> across boundaries and with partners to achieve the best outcomes for Tower Hamlets	<p><i>Developing Networks</i>  <i>Maintains and encourages networking across teams to achieve the best outcomes.</i>  <i>Making it a better place to work</i></p> <p>Champions and supports positive working relationships across the council and with partners to optimise outcomes.</p> <p><i>Collaborating</i>  <i>Keeps abreast of external changes which impacts on delivery, seeking collaborative solutions to achieve the best outcomes.</i></p> <p><i>Takes swift action to resolve issues or conflicts, to build a</i></p>	E	AI

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	<i>positive team culture in the working environment.</i>		
We are <b>OPEN</b> and transparent	<p><i>Communicating clearly</i>  <i>Thinks about the people they communicate with and adjusts their style accordingly.</i>  <i>Being approachable</i>  <i>Approachable and seeks regular internal and external feedback from people to improve how they and others do things.</i></p> <p><i>Communicating clearly</i>  <i>Connects the 'bigger picture' to stakeholders own values, goals and ideas.</i></p> <p><i>Being approachable</i>  <i>Approachable and seeks regular internal and external feedback to improve how they do things and to shape strategy and organisational improvement.</i></p>	E	<u>AI</u>
We are <b>WILLING</b> to challenge, innovate and be accountable	<p><i>Learning &amp; challenge</i>  <i>Respectfully challenges others, using data and observation to drive improved outcomes.</i>  <i>Improvement and Innovation</i>  <i>Leads the way and encourages others, so they achieve continuous improvement with measurable benefit</i></p> <p><i>Being accountable</i>  <i>Takes responsibility for their role the organisation in being ambitious and delivering high standards.</i></p> <p><i>Personal development</i>  <i>Creates a culture of</i></p>	E	<u>ATI</u>

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	learning, to build capacity and apply their talent and knowledge to the organisation		
We empower each other to be <b>EXCELLENT</b> and go the extra mile	<p><i>Having purpose &amp; personal motivation</i>  <i>Understands the organisations direction of travel and actively supports that in their work and interactions.</i></p> <p><i>Being empowered</i>  <i>Takes the initiative to improve outcomes because they can explain the difference they have made.</i></p> <p>Having purpose and personal motivation to bring others on the journey about Tower Hamlets vision, strategy, values and goals and how their contribution can make a difference. Focusing on the environmental well-being of borough residents.</p> <p>Actively seek out ways to inform and promote noise and acoustic work across the organisation and in the community.</p>	E	<u>ATI</u> <u>AI</u>
We <b>RESPECT</b> all communities; they are the heart of everything we do	<p><i>Understanding our customers' needs</i>  <i>Uses customer feedback to actively improve customer outcomes and the way services are delivered.</i></p> <p>Actively contributes to building a customer - focused -culture across the council and with partners.</p> <p><i>Respecting diversity and being inclusive</i>  <i>Ensures that they and others value the diversity of all people</i></p>	E	<u>AI</u> <u>AI</u>

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	<p><i>they work with and takes this into account in developing the service.</i></p> <p>Seeks ways to harness the opportunities presented by the diverse workforce and community.</p>		
<b>Additional Requirements</b>	<p>To meet exceptional business needs a willingness to work outside of contractual hours in the evenings and weekends with notice, unless there is good reason where this is not possible.</p> <p>To comply with the requirement to carry out a DBS check on this role.</p> <p>Will be required to work outside normal office hours to carry out service functions and attend meetings as required</p> <p>Undertake unaccompanied site visits as appropriate</p> <p>Post holder shall have a full, clean driving licence.</p>		