

Job Profile Information: Principal Environmental Health Officer

This supplementary information for Principal Environmental Health Officer is for guidance and must be used in conjunction with the Job Capsule for

Job Zone: Environmental Level: 4 Zone: 2 Camden Way Category

It is for use during recruitment, setting objectives as part of the performance management process and other people management purposes. It does not form part of an employee's contract of employment.

Role Purpose:

- Undertaking a community-facing role, investigating and resolving complex Environmental Health-related issues for people within the London Borough of Camden affected by the impacts of the authorised HS2 works (in particular the process of applying for mitigation packages)
- To have responsibility for investigation and management of diverse complex casework relating to residents affected by Environmental Health aspects of the HS2 scheme
- Provide guidance and advice to colleagues across the organisation on HS2-related EH matters
- To liaise with HS2 Ltd officers on community issues
- To liaise with Support Officers working with vulnerable people to support at risk members of the community
- To lead on performance measurement and preparation of performance reports for this role and report quarterly to HS2 Ltd
- Interpretation of independent assessors reports and Environmental Statement impacts
- To assist in resolving complaints from the community about environmental health issues connected with the scheme

Customers' needs include:

- Information on how they will be affected by the scheme and mitigation that is available
- Assistance in applying for mitigation from the impacts of the HS2 scheme (in particular modifications to their property to reduce the impact of noise)
- Advice and support on how to engage with HS2 Ltd or their contractors so their circumstances are taken into account in the design of the scheme and mitigations proposed

- Signposting to advice and information provided by HS2 Ltd
- Assisting with advice and support to the community on special case applications

Example outcomes or objectives that this role will deliver:

- Resolution of queries on part of residents uncertain about eligibility for residential mitigation and the application process for residential mitigation (including enquiries direct from community, referred by other agencies, member enquiries etc)
- Raising of awareness and ensure residents are aware of the HS2 scheme and how it will affect them
- Increasing awareness of how to raise more general queries about the impacts of the HS2 scheme
- Informed and aware community

People Management Responsibilities:

- None

Relationships;

(Nature of relationships and partnerships e.g. internal, external, and level)

- External - provision of information and advice to local residents and other members of the community, respecting confidentiality as necessary, building trust and assuring support is delivered in a person centred way
- Cross Council and professional – level commensurate with post - productive working relationships with HS2 Ltd, Council services, contractors, Construction Complaints Commissioner and other professionals to ensure they are aware of residents who have queries about eligibility or the application process for residential mitigation
- Internal - close working relationships with colleagues in Environmental Health to ensure awareness of work that is due to take place so as to be able to advise residents accordingly

Work Environment:

(Describe the work environment e.g. office based, outdoors etc.)

- You will spend a significant amount of time meeting members of the community either one to one or at community based meetings, providing advice on Environmental Health issues, in particular applying for residential mitigation.
- You will also liaise regularly with officers at HS2 Ltd and colleagues at Camden in office-based meetings, You may be required to work out of core business hours, to progress case work (on average this is likely to be approximately 3 evenings or weekend sessions per month). If required you can claim for equivalent time off in lieu.

Technical Knowledge and Experience:

- To hold a BSC/MSc or Diploma in Environmental Health
- To hold a Diploma or similar qualification in Acoustics
- To have an excellent knowledge and understanding of Environmental Health legislation and how it will be applied in relation to the HS2 scheme
- To have an excellent knowledge and understanding of the impacts of the HS2 scheme, the organisation and its contractors
- Experience of providing advice and support to community in a clear, sensitive and appropriate manner
- Knowledge of other Council and professional services working on Environmental Health issues

Camden Way Five Ways of Working

In order to continue delivering for the people of Camden in the face of ever-increasing financial pressure, we need to transform the way we do things. We call this the Camden Way. The Camden Way is a key part of our transformation strategy often referred to as the transformation triangle which links the Camden Plan, the Camden Way and the Financial Strategy together.

The Camden Way illustrates the approach that should underpin everything we do through five ways of working:

- Deliver for the people of Camden
- Work as one team

- Take pride in getting it right

- Find better ways

- Take personal responsibility

For further information on the Camden Way please visit:

<http://www.togetherwearecamden.com/pages/discover-jobs-and-careers-in-camden/working-for-camden/>

Chart Structure