

Job Profile Information: Health and Safety and Licensing Principal Officer

This supplementary information for Health and Safety and Licensing Principal Officer is for guidance and must be used in conjunction with the Job Capsule for Job Family Environmental, Job Level 4 Zone 2 and Camden Way Category 4

Role Purpose:

Ensure provision of a responsive, outcome focused and cost effective Environmental Health Business and Consumer Services with direct responsibility as Principal Officer for managing work allocation, delivering and improving Camden's Health and Safety and Licensing Service.

The post holder will be self-motivated and committed to lead and drive improvement, taking personal responsibility for ensuring the delivery of an effective service across the Council and the Borough.

Perform the role of lead officer for Health and Safety and Licensing delivering and providing guidance on complex health and safety casework with a working knowledge of legislation. The post holder will keep up to date with legislative and regulatory developments and communicate this to the team ensuring that the impact on the service is communicated and relevant training is identified where required.

Support the Business and Consumer Services Manager to project manage, develop and deliver specific and cross-service projects, policy, research on areas of expertise and/or functional activity within the Service.

To allocate the day to day service requests of the team and to undertake own health and safety casework including site visits.

To initiate and propose service improvements and support the Business and Consumer Services Manager to deliver service improvement and development in line with Camden procurement guidance, as appropriate.

To support the Business and Consumer Services Manager to ensure there are service level agreements where other services deliver on behalf of Health and Safety and Licensing.

Example outcomes or objectives that this role will deliver:

- To be the lead officer for health and safety and licensing. The post of Senior Licensing Officer will lead on licensing policy. The Principal Officer will be the responsible authority for public safety for licensing and share this role with the Health and Safety Officers.

- Allocate the day to day service requests of the team, ensuring that service decisions in response to requests for service comply with relevant legislation, policies and guidance. Provide sound and professional support and advice to officers, members and stakeholders in relation to the health and safety and licensing core functions.
- Hold case supervision with team members.
- Co-ordinate performance information of the team.
- Develop and maintain a vision for quality and continuous service delivery improvements with a strong focus on customer service.
- Initiate and lead on service improvements.
- Be the lead point of expertise on specific health and safety and licensing matters on behalf of the service supported by the Senior Licensing Officer who will lead on licensing policy and consultations. To initiate and/or respond to consultations, in particular those relating to the team's specific areas of work.
- Keep abreast of relevant existing, new and draft legislation, advice, regulations, training updates, changes and other developments relevant to delivering the Council's Health and Safety and Licensing Service.
- Responsible for delivery and ensuring timely investigation of service requests on own casework.
- Responsibility for identifying the timely investigation of service requests across the team, including inspections and use of appropriate interventions in line with enforcement policies and the Camden Plan priorities, reporting performance to the Business and Consumer Services Manager.
- Prepare and present reports on the work of the team to the Business and Consumer Services Manager, councillors, Health and Safety Executive and relevant Council bodies, ensuring that relevant officers and departments are consulted, that comments are incorporated and decisions implemented within identified timescales.
- Continuous strategic evaluation of the Health and Safety and Licensing Team's work/role.
- Lead on the identification, design and delivery of projects that improve the Team's response to reducing risks and impact of non-compliance with legislation on the community.
- Support the Business and Consumer Services Manager to develop service level agreements where other services deliver on behalf of Health and Safety and Licensing.
- Work with the Business and Consumer Services Manager to update the website
- Identify learning from external sources to improve strategic delivery of the Health and Safety and Licensing Team and encourage team members to do the same.
- Provide advice and assistance to the public, businesses and other customers.
- Provide cover for the Business and Consumer Services Manager as required.
- Any other duties as required.

People Management Responsibilities:

The post holder will not provide direct line management but will allocate the day to day service requests to team members, hold case supervision with team members and cover for the Business and Consumer Services Manager as required.

Relationships:

Reports to the Business and Consumer Services Manager to ensure service delivery and improvement is coordinated across the Health and Safety and Licensing functions.

This role will be expected to identify, build and sustain effective partnership relationships with colleagues and a range of stakeholders (internal and external to the Council) acting as a point of expertise, which support the delivery of outcomes and meet the services priorities. Key contacts are likely to include:

- Public and businesses
- Cabinet members and ward councillors including Licensing Panel members
- Directorates and services across the Council
- Government departments and other local authorities, especially the Greater London Authority
- Government agencies including Health and Safety Executive, Public Health England, Food Standards Agency, Trading Standards Institute and Environment Agency
- Local community groups
- Local and national businesses / business representatives
- Police
- Work collaboratively with staff in other teams

Work Environment:

- Mixture of office based work at 5 Pancras Square, site visits/inspections and attendance at external meetings. The post will be required to attend evening meetings or other out of hours events on occasion for which reasonable notice will usually be given.
- The post holder will be expected to work independently and with minimal supervision, and will be seen to apply sound judgement and a commitment to delivering excellence and a high quality service to community of Camden.
- The post holder is required to work in a busy and demanding office environment with competing demands and priorities, working flexibly to meet individual and service objectives.
- The post holder will work in an agile way in line with the Council's move to a flexible and paperless work environment, prioritising their own work within the empowered and enabled team culture, recognising and utilising the expertise of others where appropriate.

Technical Knowledge and Experience:

- Essential: hold a BSc/MSc or Diploma in Environmental Health and hold the EHRB Certificate of Registration/Diploma in Environmental Health.
- Essential: hold competency in health and safety in accordance with the health and safety competency framework with recent experience of delivery and training for role requirements
- Desirable: have a working knowledge of licensing
- Desirable: hold a recognised management qualification
- Ability to take responsibility for a defined service area or outcome and to deliver it in a high quality effective manner.
- Experience or capability/knowledge of working with a team of professional officers in their development and performance to deliver service objectives.
- Have a detailed knowledge/understanding of the legislative framework relevant to Health and Safety, experience in its application to casework and knowledge of Licensing in order to:
 - Identify and secure innovative interventions in the investigation of complaints and other enquiries.
 - Prepare and write clear reports, specifications and other documentation relevant to legislation and service of notices.
 - Effectively monitor the progress of works/actions required by informal/formal action.
 - Report and recommend enforcement action for failure to comply with requirements of legislation and statutory notices.
 - Attend court, prepare and give evidence as required; and participate in PACE interviews.
- Ability to analyse business data to inform service improvement, strategic decision-making and resource deployment to achieve service and Camden objectives.
- A high degree of political awareness, including experience of working with publicly elected representatives.
- Experience of working collaboratively with internal and external partners to identify innovative and creative approaches to service objectives.
- Ability to take an organised approach to own workload whilst dealing with conflicting priorities and ensuring a customer service focused approach.
- Proven ability to deliver service improvements and adapt plans in response to change.
- Demonstrate excellence in customer care and understanding of the role of local government in supporting residents and businesses to access high quality services.
- Demonstrate diagnostic complex problem solving skills.
- Demonstrate your involvement in managing, organising and coordinating projects, and identify how this has led to a successful outcome.

- Demonstrate ability to lead on data management using management information systems, including retrieval and preparation of data for government and/or local performance reports.
- Experience of and ability to manage sensitive intelligence and information securely.
- Proven experience of providing advice on complex cases and act as a mentor for training purposes.
- The role will be based in an enabled and empowered team focussed service where all officers are expected to work as one team to assist in the development of a culture where knowledge and experience is shared and responsibility for making decisions on complex issues is shared, where appropriate.

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