

Job Profile Information: Pollution Principal Officer

This supplementary information for Pollution 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 the provision of a responsive, outcome focused and cost effective Environmental Health Business and Consumer Services with direct responsibility as Principal Officer for delivering and improving Camden's Pollution Service.
- Pollution service incorporates noise and statutory nuisances including but not limited to residential noise, construction, licensed premise noise, planning applications and contaminated land.
- The post holder will be self-motivated and committed to lead and drive improvement, taking personal responsibility for ensuring the delivery of an effective Pollution service across the Council and the Borough.
- Perform the role of lead officer for Pollution delivering and providing guidance on complex casework with a working knowledge of legislation. The post holder will keep up to date with legislative and regulatory developments and inform the team ensuring that the impact on the service is communicated and relevant training is identified where required.
- Support the Environmental Health 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.
- Allocate work of the team and to undertake own casework including site visits.
- Initiate and propose service improvements and support the Environmental Health Manager to deliver service improvements and developments in line with Camden procurement guidance, as appropriate.
- Identify learning from external sources to improve strategic delivery of the Pollution Service and encourage team members to do the same.
- To support the Environmental Health Manager to ensure there are service level agreements where other services deliver on behalf of Pollution.

Example outcomes or objectives that this role will deliver:

- To be the lead officer for Pollution
- 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 Pollution functions.
- Hold case supervision with team members.

- Co-ordinate the performance of the team.
- Develop and maintain a vision for quality and continuous service delivery improvements with a strong focus on customer service.
- Be the lead point of expertise on specific pollution policy/legislation on behalf of the Service. 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 Pollution Service.
- Responsible for delivery and ensuring timely investigation of service requests on own casework.
- Responsible for identifying the timely investigation of service requests, including programmed inspections and use of appropriate interventions in line with the Camden Plan priorities and enforcement policies and reporting performance to the Environmental Health Manager.
- Prepare and present reports on the work of the team to the Environmental Health Manager, the Head of Environmental Health, Business and Consumer Services, councillors, 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 Pollution Team's work/role.
- Lead on the identification, design and delivery of projects that improve the Pollution Team's response to reduce risks and impact of non-compliance with legislation on the community.
- Support the Environmental Health Manager to develop service level agreements where other services deliver on behalf of the service.
- Work with the Environmental Health Manager to update the website.
- Identify learning from external sources to improve strategic delivery of the Pollution Team and encourage team members to do the same.
- Provide advice and assistance to the public, businesses and other customers.
- To provide cover for the Environmental Health 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 and cover for the Environmental Health Manager as required.

Relationships:

Reports to the Environmental Health Manager.

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:

- Cabinet members and ward councillors
- Directorates and services across the Council
- Customers and businesses
- Government departments and other local authorities, especially the Greater London Authority and Department of Environment, Food and Rural Affairs
- Government agencies including Environment Agency and Public Health England
- 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 noise and statutory nuisances and knowledge of contaminated land with recent experience of delivery and training for role requirements
- Essential: hold a Diploma in Acoustics and Noise Control
- Desirable: hold an MSc in Environmental Acoustics
- 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 noise and statutory nuisances and a knowledge of contaminated land. Have experience in noise and statutory nuisances application to casework 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

