

Job Profile Information: Environmental Health Officer/Graduate Environmental Health Officer

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

- **EHRB qualified: Job Level 4 Zone 1**
- **Non EHRB/Graduate Environmental Health Officer: Job Level 3 Zone 2**

Camden Way Category 3/4

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:

The key aspect of this role is action to improve conditions in the private housing sector, ensuring the quality of your actions, maintaining consistency and seeking guidance and support when needed.

Sitting in the Private Sector Housing Team within the Supporting People Directorate, your role will incorporate the work of housing enforcement, whether it be the investigation of service requests or programmed work like HMO licensing. During this activity you will be in a position to promote the use of grants and landlord accreditation as an alternative or complementary approach, all with the aim of improving the private housing sector in the borough, with particular emphasis on the private rented sector. This will be coupled with utilising systems and databases and ensuring management information is correctly input and updated.

Example outcomes or objectives that this role will deliver:

- The accurate investigation of complaints and other enquiries, ensuring the quality outcomes that will satisfy the immediate complaint or enquiry and achieve other needed improvements to housing.
- The accurate inspection of licensable HMOs and the delivery of correctly prepared draft and final licences
- Preparation of detailed specifications of works, notices, plans, schedules and reports for formal enforcement action and any other documents relevant to the functional area

- The effective monitoring of progress of works/actions required
- Timely initiation of enforcement action for failure to comply with requirements of legislation and statutory notices, attending court, tribunals and preparing and giving evidence as required
- Leading and/or participating in successful short and long term projects to facilitate the work of the team, or the team's involvement in wider ranging projects.
- Your enforcement responsibilities will include the Housing Act 2004 and other appropriate legislation that may be used in the circumstances.
- The duties will include project and policy work to varying degrees. The extent of such work will depend on the needs of the team, the relative importance of casework and project work at any one time. This will include working across team and service boundaries, and sometimes with external partners

People Management Responsibilities:

N/A

Relationships;

Need to work collaboratively with colleagues within immediate team and Camden employees generally particularly in terms of adult safeguarding, planning and housing provision. Frequent need to work with landlords, tenants and owners in private housing. Relationships with landlords in particular will be a mixture of informal actions, and formal actions through the use of legal controls.

Work Environment:

Mixture of office based work and inspections of homes within the borough.

Although mainly office-based, the role will involve lone working in a diverse range of environments, many potentially hazardous or sensitive in nature. Being in an enforcement role can result in confrontational situations. A thorough understanding and adherence to the Council's Health and Safety policy and guidance is imperative. You will know how to handle a wide range of situations and be prepared to receive advice and training to enhance your skills.

Technical Knowledge and Experience:

You should be a qualified Environmental Health Officer with a certificate of registration issued by the Environmental Health Registration Board ('EHRB'), applicants who are working towards EHRB and have a BSc or MSc in Environmental Health (or equivalent) can apply but will be on a lower pay range and will not qualify for the 7% annual retention payment but will get the 'golden hello' - until registered with EHRB (or equivalent). Support and training towards EHRB will be provided by the Council.

You will be expected to have:

- A detailed knowledge /understanding of the Housing Act 2004, and other legislation that can be used to control poor housing conditions and the general legislative framework relevant to the team and its application to casework. You will also be trained on HHSRS.
- A good understanding of house construction and components, and an up to date understanding of improvement trends and capabilities including those around energy efficiency
- The ability to manage workload in an organised manner to deal with conflicting priorities; ensuring that corporate and team targets are met. Have previous experience or led a project or projects and the ability to demonstrate the stages involved in project management and demonstrating an ability to identify and implement service improvements.
- Good experience in working with internal and external organisations to progress casework or to manage projects.
- An awareness of politically sensitive issues.

You should also be able to demonstrate:

- You are an EHO who is or has recently been, undertaking activity to improve the private rented sector.
- You have good customer care and communication skills in explaining complex and technical issues accurately, clearly and concisely both orally and in writing when dealing with all service users.
- Your awareness and use of technology, the internet and basic and specialist software packages, including the use and updating of Management Information systems.

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:

<https://camdengov.referrals.selectminds.com/togetherwearecamden/info/page1>