

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 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 service with direct responsibility for delivering and improving Camden's Private Sector Housing team.
- The post holder will be self-motivated and committed to lead, manage 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 Private Sector Housing 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 Operation Manager and Private Sector Housing team manager to project manage, develop and deliver specific and cross-service projects, policy, research areas of expertise and/or functional activity within the service.
- Allocate work of the team and to undertake own casework including site visits, leading on complex cases and high level enforcement.
- Support proposed service improvements and manage new service developments in line with Camden procurement guidance, as appropriate.

Example outcomes or objectives that this role will deliver:

- Provide sound and professional support and advice to officers, Members and stakeholders in relation to Private Sector Housing functions.
- Lead on case supervision meetings with team members.
- 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 Private Sector Housing policy on behalf of the Service..
- Keep abreast of relevant existing, new and draft legislation, advice, regulations, training updates, changes and other developments relevant to delivering the Council's Private Sector Housing service.
- To lead on the identification, design and delivery of projects that improve the team's response to reduce risks and impact of non-compliance with legislation on the community.
- Identify learning from external sources to improve strategic delivery of the Private Sector Housing team and encourage team members to do the same.
- Providing advice and assistance to the public, businesses and other customers.

- To provide cover for the Operations Manager as required.

People Management Responsibilities:

The post holder will not manage any staff, but will monitor team members performance through case supervision meetings, reporting any development/performance issues to the Operations Manager.

Relationships:

Reports to Operation Managers.

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
- Government Departments and other Local Authorities, especially the Greater London Authority.
- Local community groups
- Local and national businesses / business representatives
- Police
- Work collaboratively with staff in other service areas across the Council.

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 be EHRB registered as an Environmental Health Practitioner.
- Essential: hold competency in Private Sector Housing with recent experience of delivery and training for role requirements
- 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 the Private Sector Housing and experience in its 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 major 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 cross-service projects, and identify how this has led to a successful outcome.
- Demonstrate ability to lead on management of data on a management information system, 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