

Job Profile - Pollution Environmental Health Officer/Pollution Officer

Level: 4 Zone 1

Salary range: £37,638 - £43,659

About Camden

Camden is building somewhere everyone can thrive, by making our borough the best place to live, work, study and visit. Because, we're not just home to UK's fast-growing economy. We're home to the most important conversations happening today. And we're making radical social change a reality, so that nobody gets left behind. Here's where you can help decide a better future for us all.

Role Purpose

- To take the lead and personal responsibility for the full range of Pollution functions including the effective investigation and resolution of casework.
- Pollution services incorporate noise and statutory nuisance including but not limited to construction/licensed premises/people noise/planning applications/environmental pollution and contaminated land
- Carrying out routine or unplanned visits and inspections to ensure compliance with relevant legislation.
- Understand complaints, investigate, negotiate and mediate between parties where possible to achieve positive outcomes
- Advise and respond to planning applications and desk search enquiries including contaminated land
- Responsible for developing and delivering special projects, policy, research on areas of expertise and/or functional activity within the service
- Identify learning from external sources to continuously improve service delivery

Example outcomes or objectives that this role will deliver

Take the lead and personal responsibility for developing, implementing and enforcing policies in connection with the following pollution environmental health core functions:

- Determine the most appropriate intervention to be taken to resolve an issue, whether this be informal or initiating legal proceedings involving the preparation and giving evidence in court.
- Keep abreast of all relevant new and draft legislation, advice, regulations, training updates and other developments relevant to the post
- Be responsible for the timely investigation of service requests and programmed inspections, and the use of appropriate interventions in line with enforcement policies and Camden Plan priorities.

- Be self-directing and responsible for their own learning and development, and be confident to identify opportunities for innovation to improve the service in terms of creating and improving policies and procedures, particularly through the evaluation and review of case work performance and customer feedback.
- Lead on the identification, design and delivery of projects that improve the services response to reducing risks and the impact of non-compliance with legislation on the community.
- Manage caseloads with competing priorities.
Identify learning from external sources to continuously improve service delivery.
- Provide advice and assistance to stakeholders including householders, public, businesses and planning applicants
- Provide cover for managers in the service where appropriate.
- Any other duties as required.

People Management Responsibilities

There are no formal management responsibilities for this role. However, from time to time, the post holder may be required to supervise students or those on work experience, including over-seeing delivery and giving feedback.

Relationships

Reports to the Pollution Team Leader.

This post-holder will be expected to 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:

- Local and national businesses / business representatives
- Cabinet members and ward councillors
- Directorates and services across the Council, including Camden colleagues in other teams
- Other local authorities, especially within London
- Government agencies including Environment Agency, Health and Safety Executive, Public Health England,
- Local community groups
- Police

Work Environment

- The role will be based in our offices at 5 Pancras Square where staff are expected to work alongside colleagues, with a significant amount of time on-site investigating complaints, carrying out programmed inspections, and attending internal and external meetings.
- The role will involve lone working in a diverse range of environments, some potentially hazardous or sensitive in nature. A thorough understanding & adherence of the Council's Health & 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.
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 the community of Camden. However, guidance from senior officers may be required on occasion.
- 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 may be required to work at weekends, early mornings or in the evenings particularly if the working model for the team includes out of hours arrangements.
- The post holder will work in an agile way in line with the Council's 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

- Applicants holding the appropriate Environmental Health qualifications will be appointed as Pollution Environmental Health Officer.
- Applicants holding other relevant qualifications and or competencies (e.g. acoustics, statutory nuisance, contaminated land, noise measurement) will be appointed as pollution Officer.

The successful candidate will hold the baseline qualifications to meet the competency requirements for an Authorised Officer with recent experience of carrying out inspections, investigations and enforcement relevant to the role requirements.

The successful candidate will ideally hold the BSc/MSc (or its antecedents) in Environmental Health with a certificate of registration issued by the Environmental Health Registration Board to practice as an Environmental Health Officer/Practitioner and meet other environmental health competency requirements - This is not considered to be an essential requirement and other equivalent qualifications or experience may be considered .

Successful candidates will

- Have detailed knowledge of the legislative framework relevant to the team and experience in its application to casework in order to:
 - o Identify and secure innovative interventions in the investigation of complaints and other enquiries.
 - o Prepare and write clear reports, specifications and other documentation relevant to legislation and service of notices.
 - o Effectively monitor the progress of works/actions required by informal/formal action.
 - o Report and recommend enforcement action for failure to comply with requirements of legislation and statutory notices.
 - o Attend court, prepare and give evidence as required; and participate in PACE interviews.
 - o Have good observational and investigation skills; and the ability to carry out inspections relevant to the work area, at times outside normal core working hours.
- Ability to take an organised approach to own workload whilst dealing with conflicting priorities and to ensuring a customer service focused approach.
- Experience of working collaboratively with internal and external partners to identify innovative and creative approaches to complaints and Camden objectives.
Demonstrate 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.
- Capacity to show resilience and tenacity in the face of difficult cases and work effectively to resolve these.
- Experience of dealing with the public, face to face and ability to defuse confrontational situations.
- Demonstrate involvement in organising, coordinating and participating on projects as part of a team, and identify how this has led to a successful outcome.
- Knowledge of and ability to manage sensitive intelligence and information securely.
- Proven ability to identify and implement service improvements.
- Proven experience of providing advice on cases and act as a mentor for training purposes.
- Understand importance of accurate data entry in relation to updating management information systems and the consequential impact on business intelligence for the service.
- Demonstrate an awareness of politically sensitive issues.

The role is based in an enabled and empowered team-focused 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.

Over to you

We're ready to welcome your ideas, your views, and your rebellious spirit. Help us redefine how we're supporting people, and we'll redefine what a career can be. If that sounds good to you, we'd love to talk

Is this role Politically Restricted?

Some posts at Camden are politically restricted, which means individuals holding these posts cannot have active political role. For a list of all politically restricted roles at Camden [click here](#).

Diversity & Inclusion

At Camden, we value and celebrate difference and encourage diversity in all respects. Our diverse workforce ensures we represent our communities to the best of our ability and enables us to make better decisions. Because of this, we particularly welcome applications from Black, Asian and other ethnic groups, those who identify as LGBT+, neurodiverse and disabled people. Click [Diversity and Inclusion](#) for more information on our commitment.

Agile working

At Camden we view work as an activity, not a place. We focus on performance, not presenteeism. We create trusting relationships, we embrace innovation rather than bureaucracy and we value people. Collaboration is the Camden way, silo working isn't.

At Camden we are proud to be one of Hire Me My Way's inaugural campaign supporters. Hire Me My Way is a national campaign led by Timewise, designed to increase the volume of good quality jobs that can be worked flexibly in the UK (www.HireMeMyWay.org.uk). Hire Me My Way aims to treble the number of available good quality flexible jobs to 1 million by 2020.

Asking for Adjustments

Camden is committed to making our recruitment practices barrier-free and as accessible as possible for everyone. This includes making adjustments or changes for disabled people, neurodiverse people or people with long-term health conditions. If you would like us to do anything differently during the application, interview or assessment process, including providing information in an alternative format, please contact us on 020 7974 6655, at resourcing@camden.gov.uk or post to 5 Pancras Square, London, N1C 4AG,