

Job Profile - Noise and Pollution Environmental Health Technician

Job Title: Pollution Environmental Health Technician

Job Grade: Level 3 Zone 2

Salary Range: £34,629 - £40,171

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. The Noise and Pollution team plays a key role in the prevention and regulation of pollution associated with noise and nuisance, contaminated land, construction and development, licensed premises

About the role

The noise and pollution team focus is to protect citizens from the negative impacts of noise and pollution to enable them to live and work in a properly regulated, safe, pleasant, and peaceful environment.

Operating with Camden's daytime noise and pollution team this role incorporates the wide-ranging regulation relating to noise, nuisance and pollution including but not limited to construction/licensed premises/people noise/planning applications/environmental pollution and contaminated land.

You will manage effective investigation and resolution of complaints and service requests in relation to pollution, guided by Environmental Health/Pollution Officers as necessary. This will require routine and unplanned site visits and inspections to ensure compliance with relevant legislation. You will investigate, negotiate, and mediate between parties and assist Environmental Health/Pollution Officers with legal proceedings involving case preparation, service of notices and giving evidence in court and at licensing and planning committees to deliver positive outcomes.

The role includes a substantial amount of resolution, preventative and advisory work including formal response to enquiries, planning and licence applications, enquiries in relation to contaminated land, response to member enquiries and Freedom of Information requests.

The role is based in an enabled and empowered team-focused service where all officers are expected to work flexibly to meet evolving services demands. You will work as one team and assist in the identification, design and delivery of projects to improve the service and This will include deputising providing cover for managers in the services as appropriate.

About you

The successful candidate will demonstrate the following:

- Experience or capability and knowledge of some or all pollution areas relating to the job role such as noise, statutory nuisances, contaminated land, environmental permitting,
- Ideally hold a relevant qualification (through a recognised awarding organisation) related to the core team function(s) of the service such as BSc/MSc/Dip in Environmental Health, Diploma in Acoustics and Noise Control, Certificate of Competence in Environmental Noise Measurement or equivalent.
- Good knowledge/understanding of the legislative framework relevant to the team 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.
- Good observational and investigation skills
- 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.
- 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. •
- Involvement and participation 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.
- Ability to identify service improvements.
- Accurate data entry in relation to updating management information systems and the consequential impact on business intelligence for the service.
- Awareness of politically sensitive issues.
- 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.

Work Environment:

- The role will be based primarily 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 such as residents homes, construction environments, working with vulnerable citizens.
- The post holder will be expected to work independently and with minimal supervision and will need 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 will be expected to be responsible for and work with necessary technical equipment as necessary including noise monitoring equipment

- 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.

People Management Responsibilities:

There are no formal management responsibilities for this role. However, the post holder may be required to supervise/direct/support less experienced colleagues, 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 be effective in communication with key stakeholders (internal and external to the Council) including but not restricted to:

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

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,