

## Job Profile

**Job Title: Principal Environmental Health Officer**  
**Job Grade: Level 4 Zone 2 (EHRB/Chartered status)**  
**Salary Range: £45,042 - £51,870**

### 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.

With over 30% of households in Camden's private rented sector, it's the Private Sector Housing Service's responsibility to improve this important sector. The Camden Plan has committed to make homes in Camden safe, well-managed and well-maintained and taking an active role in shaping a private rented sector that works.

### About the role

The role sits within the Private Sector Housing Service. The aim of the role is to improve standards within the private rented sector within Camden, whether this be through the investigation of complaints or through our Houses in Multiple Occupation licensing schemes. The post-holder will be expected to lead on supporting and professional development for officers within the team, including undertaking case supervision meetings and ensure officers utilise the full range of enforcement tools to tackle sub-standard private rented accommodation within the Borough, from HMO Licensing, improvement notices to Final Management Orders and Banning Orders.

The postholder will be innovative in their approach, able to drive change in a positive way, and have a clear understanding of the challenges faced by tenants within the private rented sector.

### Example outcomes or objectives that this role will deliver

- 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.
- Perform the role of lead officer for Private Sector Housing delivering and providing guidance on complex casework with a working knowledge of legislation.
- 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 Operations Manager and Private Sector Housing Service manager to project manage, develop and deliver specific and cross-service projects, policy, research areas of expertise and/or functional activity within the service.
- Identify learning from external sources to improve strategic delivery of the Private Sector Housing Service and encourage team members to do the same.

### **About you**

You will be an Environmental Health Officer (holding an EHRB Certificate of Registration or Chartered status), with at least 5 years post qualification experience.

You will be expected 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 of the Housing Act 2004 and other 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/First-tier Tribunals, prepare and give evidence as required; and participate in PACE interviews.
  - You will also be trained on HHSRS.
- Ability to analyse business data to inform service improvement, strategic decision-making and resource deployment to achieve service and Camden objectives.
- Demonstrate a good understanding of housing construction and components, and an up to date understanding of improvement trends and capabilities including those around energy efficiency.
- Ability to take an organised approach to own workload whilst dealing with conflicting priorities and ensuring a customer service focused approach.
- Demonstrate excellence in customer care and understanding the role of local government in supporting residents and businesses to access high quality services.
- Experience of working collaboratively with internal and external partners to identify innovative and creative approaches to complaints and Camden objectives.
- Proven ability to deliver major service improvements and adapt plans in response to change.
- 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.
- Knowledge of and ability to manage sensitive intelligence and information securely.
- A high degree of political awareness, including experience of working with publicly elected representatives.

### **Work Environment:**

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

- Whilst the service is primarily based at our office in 5 Pancras Square, N1C 4AG, Camden operates a hybrid approach whereby the post holder may be required to work both in the office and from home as determined by service requirements.
- The post holder will be expected to work independently 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 work within the empowered and enabled team culture, recognising and utilising the expertise of others where appropriate.
- All employees are expected to observe the Council's Health and Safety Policy and safety legislation whilst carrying out the specific duties and responsibilities of their post.

### **People Management Responsibilities:**

The post holder will not manage any staff but will monitor team member's performance through case supervision meetings, reporting any development/performance issues to the Operations Manager. Deputise for Operations Manager or Private Sector Housing Service Manager when needed.

### **Relationships:**

This role will be expected to identify, build and sustain effective partnership relationships with customers, 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:

- Private sector tenants and landlords
- Cabinet Members and ward councillors
- Contact Camden
- Directorates and services across the Council; specifically Legal Services, Housing Needs, Building Control
- Government Departments and other Local Authorities, especially the Department for Levelling Up, Housing and Communities and Greater London Authority
- Third sector groups (e.g. Camden Federation of Private Tenants, Shelter)
- Government agencies
- Local and national businesses / business representatives
- Police

### **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**

We want Camden Council to be a great place to work and to ensure that our communities are represented across our workforce. A vital part of this is ensuring we are a truly inclusive organisation that encourages diversity in all respects, including diversity of thinking. We particularly welcome applications from Black, Asian and those of Other Ethnicities, LGBT+, disabled and neurodiverse communities to make a real difference to our residents so that equalities and justice remains at the heart of everything we do. 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](http://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](mailto:resourcing@camden.gov.uk) or post to 5 Pancras Square, London, N1C 4AG