

Lancaster City Council - Job Description & Person Specification

Job Title:	Regulatory Support Officer	Grade:	GG8	Job Code:	LCC257A
Service/Team:	Environment & Place, Food Safety & Pest Control	Role Type: *Delete as appropriate	HYB/CSV	Reports to: *Title & LCC Code	Senior Environmental Health Officer
Line Manages: *Title/s & LCC Code	n/a				

Job Overview
Overview The role supports the Food, Safety and Pest Control Team by delivering a case load of low risk inspection and investigation focussed on Food Safety, Health and Safety and infection control/infectious disease. Undertake routine food and environmental sampling, investigate food complaints and infectious disease cases. Deliver professional assessment, advice and support to customers.
Direct Responsibilities The main duties and responsibilities are: 1. To support food safety, business compliance and regulatory activity as part of the council's Food, Safety and Pest Control service. 2. To work towards improving food safety and consumer protection outcomes for our residents, businesses, and visitor communities by promoting high standards of informed good practice. 3. Actively assist in promoting the service and raising profile. 4. To assist the coordination of informal interventions and projects within the team, taking responsibility for the development and delivery of any specifically assigned projects. 5. To serve as a case officer and participate in problem solving and intelligence gathering. 6. To conduct programmed, reactive and targeted interventions at businesses subject to local authority food safety and health and safety regulation and carry out other interventions as required. 7. To respond and liaise with affected people and communities, undertake investigations and evidence gathering including assisting the team with legal statement taking and PACE interviews under caution. 8. To deliver regulatory advice and warnings 9. To contribute to continuous development and improvement of the team's tactics, operating methods, operations, campaigns and communication strategies. 10. To promote close and harmonious working between council teams and with local businesses to optimise service delivery and outcomes for communities. 11. To engage with community groups and partner agencies closely and maximising public reassurance. 12. To make best use of teamwork, techniques and equipment resources including sampling and field-portable testing. 13. To fulfil the performance and requirements of the role and demonstrate a strong commitment to ongoing learning and development. 14. To interact regularly with internal colleagues e.g., in Licensing, Trade Waste and Planning, and external stakeholders such as councillors, Lancashire Constabulary, other local authorities, business improvement districts and any other individuals or groups as required. 15. To cultivate professional networking and collaborating in pursuit of efficiency, effectiveness and excellence and to optimise service delivery and outcomes for communities. 16. To support/deliver training relevant to the service. 17. Take the lead on specific assigned projects, including project development, planning and supervision
Primary Measurable Objectives

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1. Serve as a professional officer responsible for improving food safety and health and safety and corresponding business compliance and in providing advice and briefing, professional assessments and reports.
2. Provide a high standard of customer service and networking with colleagues and partner agencies, aiming to make a positive difference in our communities and to promote public reassurance.
3. Manage and deliver a personal caseload producing timely and effective results in advice, problem solving and investigations.
4. Maximise efficiency and service performance, making prompt and full use of the service's systems.
5. Participate actively in learning, service development and continuous improvement.

Staff Management Responsibilities

- This role has no staff management responsibilities.

Person Specification			
Knowledge & Educational Requirements	Essential Criteria	Desirable Criteria	Assessed by: App Form, Interview, Certificate, Test, Other...
Specialised Qualifications & Training	• Working knowledge of what drives, causes and perpetuates regulatory issues, compliance and offending both generally in society and in individual cases • Professionally trained in practical inspection, sampling practice, investigation, intervention and criminal law enforcement in a context directly applicable to the job role	• Trained to recognise and effectively respond to situations raising significant safeguarding concerns involving children and vulnerable adults • Trained to deal with conflict and aggression • Detailed working knowledge of regulatory and law enforcement practice in a UK policy context • Professionally trained in gathering evidence, preparing standardised prosecution files and appearing in court as a professional witness	App Form, Interview, Certificate
Experience		A minimum of two years practical experience dealing with the public with tact, diplomacy and	App Form, Interview

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		customer care in a service environment	
Job Related Skills, Knowledge & Abilities	- Detailed knowledge of food industry practice and corresponding regulatory compliance. - Able to advise, support, mentor and coach local businesses to improve regulatory Compliance.	- Strong functional knowledge of regulatory policy, law and practice. - Detailed knowledge of legal, regulatory and enforcement requirements of law applicable in England and Wales and in a European Union context concerning food safety, Part 2A health protection, and port health.	App Form, Interview
Personal Attributes Including Interpersonal & Communication Skills	- Ability to converse at ease with members of the public Provide advice and enforcement in accurate spoken and written - Handle difficult and challenging behaviours tactfully and assertively - Ability to communicate clearly both verbally (face to face and telephone) and in writing - Capable of consistently completing computer records accurately		App Form, Interview
Special Requirements/Other	The ability to drive and a current UK valid driving licence is essential in this post.	Close familiarity is required with the strategies, service functions, and work of the council's Public Protection, Public Realm, Housing and Planning functions. Also, those of social, health and environmental external agencies such as Trading Standards, UKHSA, the, Food Standards	App Form, Interview

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		Agency and HSE, and the work and requirements of government departments including, Environment Agency, DEFRA, and OPSS	
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Additional information

Lancaster City Council Specific Knowledge

Once in post, demonstrate:

Understanding, implementation and adherence to Lancaster City Council's policies and procedures.

Understanding, implementation and adherence to Our Values.

Understanding of the post holder's own and their team's contribution to the Council's Corporate Plan.

General Statement

The above duties and responsibilities do not include or define all tasks that may be required of you. Duties and responsibilities may vary without changing the general character or grade of the role.

As a normal part of your job, you are expected to routinely undertake corporate activities on behalf of your Directorate, appropriate to grade of the role.

Learning and Development

You are expected to undertake any training and development appropriate to the current and future needs of the post.

Health & Safety at Work

All members of staff are responsible for fulfilling their health and safety roles and responsibilities, as outlined in the Job Description above. It is the employee's responsibility to ensure that they are familiar with the Council's health and safety policy, procedures, work instructions and relevant risk or other health and safety assessments pertinent to their work tasks, and that they carry out their work tasks in accordance with the significant findings of such.

Equal Opportunities

Lancaster City Council is an Equal Opportunities employer and has equal opportunities policies with which you are expected to comply at all times. The City Council condemns all forms of harassment and is actively seeking to promote a workplace where employees are treated with dignity, respect and without bias.

Climate Emergency

You will be expected to conduct your work activities in a way that demonstrates understanding of, and alignment with the requirements of delivering the Council's response to the Climate Emergency.

Community Safety

Section 17 of the Crime and Disorder Act requires local authorities to consider the community safety implications of all their activities. Officers of Lancaster City Council should have an awareness of community safety and consider any community safety implications within their own area of responsibility.

Safeguarding

Lancaster City Council delivers a range of services and activities that impact on the lives of children both directly and indirectly. Safeguarding children, ensuring their welfare, safety and health is of paramount importance. We are committed to providing safe and supportive services that will give children the opportunities to achieve their full potential.

Employee Signature:		Print name:		Date:	
Manager Signature:		Print name:		Date:	