

Lancaster City Council - Job Description & Person Specification

Job Title:	Food and Safety Officer	Grade:	9	Job Code:	LCC257
Service/Team:	Food, Safety & Pest Control	Role Type: *Delete as appropriate	HYB/CSV	Reports to: *Title & LCC Code	Senior EHO
Line Manages: *Title/s & LCC Code	n/a				

Job Overview
Overview To deliver routine inspections (<i>Formal inspection of food premises requires completion of formal qualification and approval of professional competence. This requirement is stipulated by the Food Standards Agency</i>) and compliance improvement interventions in food and other premises. To investigate food complaints, infectious disease cases and workplace accidents. To manage and deliver a personal caseload for professional advice and persuasion, investigation and enforcement. This is a career graded post. After two years of post-professional qualification experience an assessment will be undertaken to determine if the officer should progress to LCC639 – Senior Food & Safety Officer, provided they meet the requirements of the job description for this role and the requirements of the career grade skills matrix at this level.
Direct Responsibilities
The main duties and responsibilities are: 1. To deliver a food safety and workplace safety programme of business compliance and regulatory activity as part of the council's core Environmental Health services. 2. To work towards improving food safety, consumer protection and premises safety outcomes for our resident, business and visitor communities by promoting high standards of informed good practice. 3. To coordinate efficient and effective prevention, minimisation, regulation and compliance improvement of business compliance in assigned cases within the team's remit. To do so to a high standard in line with council and service policies and strategies, plans and priorities. 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 regulator, and participate in problem solving and intelligence gathering. 6. To conduct programmed, reactive and targeted inspections* of food and non-food premises subject to local authority regulation and carry out other interventions as required. 7. To respond, liaise with affected people and communities, undertake investigations and evidence gathering including legal statement taking and conducting formal PACE interviews under caution. 8. To deliver regulatory advice and warnings, formal enforcement including fixed penalty notices, standardised statutory notices and routine prosecution files with patience, appropriate assertiveness and a positive regulatory mind-set. 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 in tackling food safety and workplace safety hazards and maximising public reassurance. 12. To make best use of teamwork, techniques and equipment resources including sampling and field-portable testing.

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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 provide enforcement officer cover and support for other teams as required.
17. To support/deliver training relevant to the service.
18. Take the lead on specific assigned projects, including project development, planning and supervision

Primary Measurable Objectives

1. Serve as a professional officer responsible for improving food safety / workplace 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, investigations and enforcement.
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	Must hold one or more of the following qualifications or their antecedents, Higher Certificate in Food Control awarded by the Environmental Health Registration Board (EHRB) or CIEH	Professionally trained in practical inspection, investigation, intervention, and criminal law enforcement in a context directly	App Form, Interview, Certificate

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	- Higher Certificate in Official Control awarded by the Scottish Food Safety Officers Registration Board (SFSORB) - A Certificate of Registration awarded by the EHRB to practice as an Environmental Health Practitioner - A Diploma in Environmental Health awarded by the EHRB or the REHIS - Advanced Professional Certificate in Food Hygiene and Standards Control (APC) awarded by CIEH - Degree in Environmental Health - Masters Degree in Environmental Health - Environmental Health Practitioner (Integrated Degree) Apprenticeship	applicable to the job role. Health and Safety relevant qualification e.g. NEBOSH	
Experience		Two years practical experience dealing with the public with tact, diplomacy and customer care in a service environment	App Form, Interview
Job Related Skills, Knowledge & Abilities	Detailed working knowledge of health and environmental, regulatory and law enforcement policy and practice in a UK context	- Professionally trained in gathering evidence, preparing standardised prosecution files and appearing in court as a professional witness. - Detailed knowledge of food industry practice and corresponding regulatory compliance.	App Form, Interview

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		• Trained to recognise and effectively respond to situations raising significant safeguarding concerns involving children and vulnerable adults • Trained to deal with conflict and aggression •	
Personal Attributes Including Interpersonal & Communication Skills	• Excellent verbal and written communication skills • Excellent and consistent customer service skills • Confident to deal with conflict and aggression in a customer service capacity and ability to keep calm under pressure always remaining professional and tactful.		App Form, Interview
Special Requirements/Other	• 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 Agency and HSE, and the work and requirements of government departments including, Environment Agency, DEFRA, and OPSS • The ability to drive and a current UK valid driving licence is essential in this post.		App Form, Interview

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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:	

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