

Regulatory Services Technical officer, Environmental Protection

Salary: Band 6, £28,239 - £32,061 p.a. (+ 17% shift enhancement for out of hours shift pattern)

37 hours per week

The role is based at the Civic 5 days a week. The rota is Sunday to Thursday every 1 in 5 weeks - Monday to Thursday, 4pm to midnight, Sunday, 4pm to 11.30pm (after training and competence assessment) as per the needs of the service.

The Service

The Regulatory Services Team is responsible for delivering a wide variety of statutory functions including, pest control services, the assessment of air quality, port health border controls and sampling, health and safety, food hygiene and standards, animal welfare, communicable diseases, statutory nuisance, environmental health, rogue and fraudulent traders, fair trading, product safety, intellectual property crime, age restricted sales, petroleum, explosive safety, community funerals, the licensing of hackney carriage and private hire operators, vehicles and drivers, the licensing of premises and persons under the Licensing Act 2003 and gambling premises under the Gambling Act 2005.

What is the role?

This is a "technical officer role" assisting with the delivery of functions within the Environmental Protection Team in Regulatory Services by:

- Delivering front line "first point of contact" services across the Team - processing and responding to service enquiries and delivering routine administrative duties.
- carrying out some regulatory responsibilities primarily with regard to (but not restricted to) statutory nuisance, community funerals and animal welfare.
- Permanently working from the Civic Offices (or alternative PCC building) this role requires participation in a wide range of Regulatory Services duties including out of office interventions, service needs across the entire range of service functions, as well as contributions to the development and implementation of new working practices and drafting new operational practices.
- **An essential part of the role involves working on the Night Noise Service (NNS) which attracts a 17% shift enhancement for working out of hours. The Service runs from Sunday 16:00hrs-23:30hrs, Monday-Thursday, 16:00hrs-00:00hrs, not including public holidays.**

The day-to-day duties of the role will include:

- Investigating / monitoring complaints and instigating enforcement actions in respect to pollution / nuisance. This will involve investigating and speaking to all involved which, depending on the circumstances, may involve dealing with challenging/difficult conversations/situations.
- Undertaking investigations in relation to Animal Welfare / assisting with the delivery of Community Funerals. Participation to gain the appropriate qualifications will be expected once in post.

- Completing and keeping records.
- Receiving service enquiries and processing these in line with policy / recording these upon service databases.
- Sending letters and emails in respect to enquiries / complaints and persons against whom complaints have been received, keeping all parties updated as required.
- Installing and collecting monitoring equipment as part of an investigation and / or a statutory function.
- Regular maintenance of noise monitoring equipment.
- Participation in the Night Noise Service on a 1 in 5-week rotational basis (Sunday - Thursday).
- Maintain noise and pollution records on electronic and paper information systems and to complete detailed reports on all works carried out and actions taken.
- Ensure that all records and registers are properly kept and maintained and to prepare such reports as are required or as directed by the Environmental Health Lead.
- Undertake monitoring and investigative work outside normal working hours / the NNS as necessary.
- Assist other Teams within the wider service in the delivery of their functions if assistance is required.
- Liaising with internal and external agencies where required.
- Participate in all induction and in-service training provided by Portsmouth City Council.
- Act in accordance with the council and departmental policies and procedures including customer care, equal opportunities, health and safety, safeguarding and any pertinent legislation.
- Flexible approaches to responding to the entire needs of the Regulatory Services.

'Working within the regulatory services environmental protection service is a fun and challenging position. During my time here, I've dealt with a multitude of different types of complaints regarding both residential and commercial properties with each case needing their own tailored approach. Whilst there is a structured process to follow which can help guide you through an investigation, working with the team has helped show a multitude of approaches that can help resolve any issue. It's truly an enjoyable work environment that mixes a relaxed and professional setting.' - **current Regulatory Services Technical officer.**

Who is the person?

You will have/be

1. Ideally a good operational understanding of several key Regulatory Service functions,
2. Excellent communication and interpersonal skills with the ability to deliver messages clearly, on some occasions under challenging circumstances, so that they cannot be misunderstood.
3. Good investigatory and written skills as you will be required to undertake investigations, recording any findings. In addition, you will maintain and record noise and pollution records as well as respond in a timely manner to any written correspondence received.

4. A confident person who is able to remain calm, professional and be diplomatic when dealing with a variety of situations, with the ability to ensure that any information/situations is/are handled in a respectful manner without escalation.
5. An understanding of how personal information needs to be managed.
6. Computer literate with a good working knowledge of MS Office including Outlook, word and excel and databases.
7. A good attention to detail, with the ability to record information clearly and concisely.
8. Good organisational and prioritising skills with the ability to meet deadlines.
9. A full, valid driving licence or the ability to travel during the course of work when necessary.
10. Previous experience working with a local authority environmental health service (or similar) preferred although not essential.
11. Flexible and adaptable to respond to the ever-changing needs of the post and the service.
12. A good team player who can collaborate with team members but also able to use your own initiative when working alone escalating when needed.
13. The ability to work within the Council and departments policies and procedures and experience of working to deadlines when needed.
14. A willingness to learn new skills and techniques relevant to the role/service.

You will need to demonstrate that you have the Right to Work in the UK. No post will be offered without it.

General Data Protection Regulation (GDPR)

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