

# Job Description and Person Specification

**Commercial Safety Officer / EHO  
1033274**

**A Lambeth to be proud of**



**Job Title:** Commercial Safety Officer / EHO

**Grade:** PO1-PO4

**Department:** Residents and Enabling Services

**Division:** Community Safety and Resilience

**Business Unit:** Commercial Safety & Licensing

**Reports to:** Commercial Safety Team Leader

**Responsible for:** Dependant on Grade

## **1. Context**

Community Safety and Resilience Service covers several key frontline and strategic areas for Lambeth Council, including improving public safety, delivering frontline statutory enforcement services, community safety functions and assurance of safe housing in the private rented sector. Vital to this is compliance to public protection and environmental matters across the Borough.

As Commercial Safety Officer / EHO, you will carry out Environmental Health functions to enable the Council to meet its statutory obligations, in respect of food safety, standards, health and safety, public health and licensing including inspection, enforcement, education and advise. You will have effective leadership, interpersonal and communication skills.

Lambeth expects its leaders to show openness, honesty and commitment, and, of course, to deliver results. This post will be expected to work collaboratively across Community Safety & Resilience to deliver the outcomes placed upon the division, ensuring flexibility of approach and a “can do” attitude.

## **2. Job Purpose**

- a. To work as part of the Commercial Safety and Licensing Team in accordance with statutory requirements and in compliance with relevant Council policies and procedures
- b. Represent the Council as a duly authorised officer to educate and work in partnership with relevant internal and external organisations to enhance the safety and wellbeing of the public

## **3. Responsibilities**

Key tasks and accountabilities are intended to be a guide to the range and level of work expected of the post holder. This is not an exhaustive list of all tasks that may fall to the

post holder and employees will be expected to carry out such other reasonable duties, which may be required from time to time.

This is a career graded post. The post holder will be required to demonstrate through the appraisal process and/or testing, the additional skills gained through training and experience and will be expected to take on work of increasing complexity and to work with a decreasing level of supervision. Progression will depend on meeting the relevant requirements and the grade being available to allow.

### **Grade PO1 - Commercial Safety Technical Officer**

- a. Work collaboratively and carry out daily work schedules to service standards to achieve high standards and customer satisfaction
- b. Use IT systems and specialist software relevant to the appropriate disciplines, including recording all work to allow performance management analysis
- c. Be responsible for the safe keeping of technical and other equipment required for the efficient performance of duties, including operating expertise and interpretation of results
- d. To update customers of case development details (Level 1). Provide up to date technical and legal advice to residents, businesses and key stakeholders
- e. Meet the continuing development requirements of statutory and professional bodies related to the role, as well as training requirements as set down by relevant Government departments
- f. In line with authorisation and line manager instructions, carry out investigations, instigate and prepare prosecutions, attend court proceedings and deliver evidence in the event of statutory action taken for breaches
- g. Build effective relationships with internal and external stakeholders, find innovative solutions to problems and influencing stakeholders to adopt best practice approaches to meet Council and Statutory outcomes
- h. Participate (level1) and run publicity campaigns, customer service improvement plans and joint initiatives across Council services and with other agencies as directed
- i. In line with qualifications, authorisation and statutory competency requirements, conduct statutory interventions set down in UK and European legislation and approved codes relating to food, food standards, animal feed and health & safety legislation, using professional judgement to identify risk and take appropriate action to mitigate risk including enforcement.
- j. To act as an Authorised Inspector and Authorised Food Safety Officer in respect of Health & Safety and Food Safety regulation / enforcement
- k. Undertake all actions in respect of case management in accordance with legal /technical /operational requirements in respect of customers and

partners. Inspect premises and land under environmental/health/safety legislation to identify contraventions using technical judgement and take appropriate enforcement action where necessary

- l. Investigate accidents and incidents in line with HSE and legal requirements as a Duly Authorised Officer under Section 18 of the Health and Safety at Work etc. Act 1974. Take such steps as to mitigate risk to the Council in the conduct of the Officers role, including liaison with management where a financial implication to the Council may be incurred
- m. Investigate complaints following statutory and good practice requirements, working with appropriate internal and external partners, using professional judgement and where necessary taking appropriate enforcement action.
- n. Investigate food poisoning and infectious disease notifications and outbreaks, working with appropriate internal and external partners as necessary, and taking appropriate enforcement action as an authorised officer under Health Protection Regulations
- o. Act for the responsible authority under the Licensing Act 2003
- p. Contribute to the development solutions and operational procedures to mitigate identified risks to individuals, including consultation, liaison and partnership working
- q. Conduct reactive and proactive sampling of water-based systems in line with statutory requirements, including for the purposes of Legionella
- r. Contact management as a matter of priority in respect of any item which is, or appears to be, of a serious nature and could impact service delivery
- s. To undertake training of accredited and bespoke courses related to the discipline the role works within
- t. Undertake other reasonable duties consistent with the grade and level of the post.
- u. To work flexibly including out of hours as and when required to meet the requirements of the role, including conducting visits to premises open only out of hours as well as investigation of emergencies such as fatalities, serious injuries and food poisoning.

### **Grade PO2 (in addition to PO1 requirements) - Commercial Safety Officer**

- a. Provide expert evidence and additional detailed case updates/advice to residents, businesses, Members and stakeholders
- b. In line with qualifications, authorisation and statutory competency requirements, draft, serve and follow through formal and informal statutory notices, mitigate and

mediate in contentious casework including seizure of food / water for destructions and carry out prohibition procedures

- c. To develop and lead in publicity campaigns, customer service improvement plans and joint initiatives across Council Services and with other agencies as directed
- d. Carry out robust investigations and inspections to support representations and reviews including appearing at member panels of premise licences under the Licensing Act 2003
- e. Provide technical advice on planning applications and enforcement involving premises where there are environmental health implications that can be either controlled by planning conditions or would justify refusal
- f. In line with qualifications and competency requirements, to act as a lead officer at designated, holding responsibility for dealing with complex and contentious operational delivery, enforcement and education issues on an independent basis, providing authoritative guidance and coaching to colleagues
- g. To assist in work familiarisation of peers and new staff

**Grade PO3 (in addition to PO1 and PO2 requirements) - Commercial Safety Officer / EHO**

- a. Provide expert and specialist scientific advice and evidence in at least two or more areas of the disciplines
- b. Provide technical and evidence-based advice in generating practical business solutions, including providing expert advice to mitigate risks and to interpret legally recognised policies and procedures
- c. Develop and deliver innovative and creative publicity campaigns and customer improvement campaigns in partnership with internal and external agencies to improve customer satisfaction and engagement levels and improve service delivery standards. To plan and deliver joint initiatives across Council Services and manage contacts and relationships and with other agencies as directed
- d. To develop relationships with business and regeneration groups to allow the Council to improve the trading locality. To use complex scientific knowledge to interpret all scientific data and provide robust information for the Councils responsibilities for regulating commercial undertakings
- e. Represent the Council at public inquiries, to organise and manage public meetings, external organisations and Council committee meetings, providing technical information for service-related issues
- f. Act as a lead officer as designated, holding responsibility for dealing with complex and contentious operational delivery, enforcement and education issues on an independent basis, providing authoritative guidance and coaching to colleagues

- g. Lead and manage cases and investigations, instigate and prepare prosecutions files, create contacts and relationships internally and externally to manage complex and contentious case management, attend court proceedings and deliver expert evidence in the event of statutory action taken for breaches
- h. To assist any temporarily assigned or shared staff by providing on the job training and checking of work for quality and quantity
- i. To manage and direct student Environmental Health Officers and other technical persons as required

**Grade PO4 (in addition to requirements of PO1-PO3) – Senior Commercial Safety EHO**

- a. To undertake formal premise closures and works in default. To investigate and manage all cases relating to works in default and lead on premise closures as required. To work with contractors to obtain quotes and manage the cost recovery resulting from works in default
- b. To manage and lead on innovative and creative publicity campaigns leading to improved customer engagement and improved customer satisfaction results. To work collaboratively to create customer service improvement plans and joint initiatives across Council services and with other agencies as directed
- c. To manage applications for approval / permitting of premises in conjunction with other internal teams and ensure applications for approvals are provided in a seamless and consistent manner, including inspection and issuing appropriate approval
- d. To act as lead officer as designated holding responsibility for dealing with complex operational delivery, enforcement and education issues on an independent basis, providing authoritative guidelines to colleagues
- e. To provide technical expert and up to date advise to colleagues, residents, Members and key stakeholders
- f. To manage and direct student Environmental Health Officers and other technical persons as required, as well as mentor / help train colleagues in areas relevant to Commercial Safety as required.
- g. To deputise for the Commercial Safety and Licensing Manager or Commercial Safety Team Leader as required at internal and external meetings.
- h. To assist in the supervision of case work, including allocation of cases as appropriate and production of performance indicators to demonstrate compliance to statutory requirements.

## Personal Attributes

- a. To undertake any other duties as may be required relevant to the job role and purpose.
- b. Personal credibility to provide professional and supportive leadership to a large team.
- c. Consistently takes accountability for own actions and holds others to account.
- d. Has the highest levels of personal and professional integrity and can gain the respect and confidence of colleagues, Senior management, the community, other stakeholders and staff.
- e. Uses personal credibility to foster engagement with staff to enable their contribution to service development, improvement and to ensure the directorate achieves strong levels of performance.
- f. To actively promote and uphold the Council's Code of Conduct, Priorities and customer service standards
- g. To take responsibility, appropriate to the post for tackling racism and promoting good race, ethnic and community relations.
- h. To ensure that the Council's policies and procedures in relation to Equality of Opportunity are always implemented in the discharge of the duties of the post.
- i. To ensure that the diversity of staff and service users is respected and ensure that the services provided by the unit reflect the needs of all sections of the community, including different faith groups
- j. Has a collaborative approach to developing solutions and improving services.
- k. Committed to own personal development and that of the workforce.

## PERSON SPECIFICATION

### Commercial Safety Officer / EHO (PO1-PO4)

<p>It is essential that in you can meet the following requirements for the role and be able to give evidence or examples of your proven experience in each of the short-listing criteria marked Application (A).</p> <p>You should expect that all areas listed below will be assessed as part of the interview and assessment process should you be shortlisted.</p> <p>If you are applying under the Disability Confident scheme, you will need to give evidence or examples of your proven experience in the areas marked with "Ticks" (✓) on the person specification when you complete the application form.</p>			<p><b>Shortlisting Criteria</b></p> <p>(Please note main disciplines refer to Food Safety, Food Standards, and Health &amp; Safety)</p>			
<p><b><i>For link/career graded post, please mark knowledge, experience, and behaviours clearly for each grade.</i></b></p>						
			PO1	PO2	PO3	PO4
<b>Qualification</b>	Q1	2 or more Advanced level qualifications, and Maths and English at GCSE	✓A	✓A	✓A	✓A
	Q2	Professional and nationally recognised qualification in one or more of the disciplines, and to be working towards completing and remaining up to date with all relevant RDNA or similar / superseding professional training modules, to be able to carry out statutory functions		✓A	✓A	✓A
	Q3	Meet the competency requirements of the CIEH (CPD), RDNA, FSA and HSE to ensure competency to practice at the appropriate level for food safety, food standards and health & safety		✓A	✓A	✓A
	Q4	Post graduate or equivalent qualification in a specialist discipline, to undertake and manage the lead role within the areas covered by the Team or a fully Qualified Environmental Health Officer in line with CIEH requirements				
	Q5	Holds a full UK driving licence. Able to attend events and meetings outside normal working hours, including early morning inspections under warrant (raids) and contribute to the Councils response to civil emergencies.				
<b>Key Knowledge</b>	K1	A working knowledge and up to date knowledge of relevant health, safety and welfare legislation and approved codes of practice in accordance with the level of the post	✓A	✓A	✓A	✓A
	K2	Direct (PO2) Knowledge of the application of legislation, policy an practice within one		✓A	✓A	✓A

		or more of the disciplines including environmental health and public health disciplines.				
	K3	Evidence of understanding (PO1) and significant professional knowledge (PO2-PO4) of professional practice and procedure in terms of food safety, food standards, health & safety, licensing, public health and health protection.				
	K4	Understanding of the political context of environmental health and regulatory enforcement of local government				
	K5	Direct evidence of expert knowledge in two or more main disciplines of the team or knowledge gained through the successful completion of BSc / MSc Environmental Health course				
	K6	Significant (PO4) Knowledge (PO3-PO4) and application of commercial premise licensing including Licensing Acts, Food Safety and Standards Acts and Regulations and Health & Safety legislation and other associated legislation				
	K7	Knowledge and understanding of standard Microsoft Office software (or equivalent) and database systems				
<b>Relevant Experience</b>	E1	Experience of working in any of the disciplines, or closely related disciplines	✓A	✓A	✓A	✓A
	E2	Experience of working with a range of stakeholders from public, private and third sector organisations	✓A	✓A	✓A	✓A
	E3	Experience and direct evidence of working in any of the disciplines, or closely related disciplines				
	E4	Direct evidence of relevant and substantial experience in two or more disciplines and managing a complex caseload or through the successful completion of a BSc / MSc Environmental Health course				
	E5	Direct evidence of undertaking food and health & safety enforcement and interventions of commercial and domestic premises				
	E6	Direct evidence of leading on one or more disciplines and managing a complex caseload				

	E7	Ability to work efficiently and effectively in a demanding and pressurised environment independently and as part of a team				
	E8	Evidence of at least 1 years' experience of commercial enforcement work including, enforcement actions, investigations and managing casework to conclusion				
	E9	Substantial evidence including at least 2 years' experience of commercial enforcement work including premise closures, enforcement action and managing casework to conclusion				
	E10	Experience of working creatively with internal and external agencies to develop innovative solutions to complex problems				
<b>Core Values and Behaviours</b>		<p><b>Equity</b></p> <ul style="list-style-type: none"> <li>a. Listen to the views of others and ask for their opinions making sure that everyone in my team inputs into the things that matter.</li> <li>b. Ensure fairness and justice is at the heart of my decision making and support to my team and others.</li> <li>c. Take time to build trust, building the respect of our stakeholders and ensuring as a team we take accountability for doing what we agree to do.</li> <li>d. Develop others and ensure we work as <b>one team for Lambeth</b>, encouraging everyone to play their part</li> <li>e. Take positive action to ensure <b>everyone</b> in my team has opportunities to <b>learn and grow</b> at work</li> <li>f. Encourage everyone to <b>be themselves</b> at work and value who they are</li> <li>g. I am inclusive and actively <b>celebrate diversity</b>, recognising everyone in my team as individuals.</li> </ul>	A	A	A	A
		<p><b>Kindness</b></p> <ul style="list-style-type: none"> <li>a. Treat each member of my team with <b>respect and dignity</b> just as I would want for myself.</li> <li>b. <b>Encourage</b> each member of my team to do their very best work and am available to them to provide support and guidance.</li> </ul>				

	<ul style="list-style-type: none"> <li>c. Personalise my support to each team members and look out for them, lending a hand wherever I can</li> <li>d. Encourage everyone to try and learn from mistakes and use integrity to take action with my team to put things right together</li> <li>e. Work with empathy seeking to understand each and every member of team, their unique perspective and circumstances and ensure everyone is heard</li> <li>f. Take the time to communicate, being honest, open and genuine and taking the time to get to know team members as individuals.</li> <li>g. Show compassion and patience recognising that everyone in the team has unique experience and celebrating the great work they do for Lambeth.</li> <li>h. Look after the health and wellbeing of my team members and encourage open and regular discussions about the issues that impact on them, working together to find solutions.</li> </ul>				
	<p><b>Accountability</b></p> <ul style="list-style-type: none"> <li>a. I encourage and support my team to do the right thing even when it's tough and we communicate our decisions in a timely way</li> <li>b. I ensure my team and employees take individual and collective accountability for performance and delivery, making sure that they have clear plans and performance objectives.</li> <li>c. I ensure my team plan ahead, getting the basics right and take swift action when problems arise</li> <li>d. I encourage my team to be risk aware and ensuring that our decisions and actions are informed and understood and communicated to others.</li> <li>e. I provide regular, timely and constructive feedback to my team members on their performance and behaviours and act quickly when performance is not on track.</li> <li>f. I share my learning, knowledge and skills with others thorough coaching and mentoring and encourage others to do the same.</li> <li>g. I ensure that my team and I put residents, communities, customers and</li> </ul>	✓ A	✓ A	✓ A	✓ A

	<p>their needs at the centre of everything we do.</p> <p>h. I encourage my team to learn and grow and ask questions to find the information they need to do their jobs</p>				
	<p><b>Ambition</b></p> <p>a. Am proud of our borough and my team and encourage everyone in the team to aim for the highest possible standards of excellence in everything we do.</p> <p>b. Encourage my team to be flexible and try new things when it's appropriate to do so and tell me what could be improved.</p> <p>c. Promote a one team for Lambeth approach reaching out to our stakeholders to face our challenges together</p> <p>d. Encourage and support my team to be courageous for our residents and communities and stop at nothing to ensure they have the best possible outcomes</p> <p>e. I make time for the team to Innovate and look for creative ways to do things better, being curious about possibilities.</p> <p>f. Positively challenge and encourage the team to collaborate and look for solutions together across service and team boundaries.</p> <p>g. Make time for my team to grow and develop taking advantage of opportunities to learn from each other and others. We plan our learning and career growth.</p>				