

# Job description

|                                  |                                    |
|----------------------------------|------------------------------------|
| <b>Job title:</b>                | Team Leader (Environmental Health) |
| <b>Grade:</b>                    | Grade 13                           |
| <b>Job evaluation reference:</b> | NE271                              |
| <b>Job family:</b>               | Natural Environment                |

This job description comprises generic core duties applicable to all designated Team Leader roles at this level within the Community and Public Protection and Housing directorates of Dorset Council. In addition, duties specific to the post are included in a context statement. The duties allocated may be changed from time to time to reflect the changing needs of council.

## Purpose and impact

As a line manager, to ensure that officers within their team are enabled to carry out their duties and that excellent customer service is provided. To lead by example and give direction, support and guidance to officers and to promote the work of the Council, its purpose, aims and values. To represent the Service Manager at meetings as required.

## Key responsibilities

1. To manage, supervise and support officers under their direct line management including all performance management and monitoring requirements and to work with other team leaders to develop and maintain an integrated service.
2. To manage both their and the teams case load ensuring that statutory duties are met and that there is consistency and parity in the work of the team.
3. To ensure excellence customer service and that assurance and quality monitoring is managed effectively.
4. Prepare detailed and accurate reports and maintain and update records, complete statutory and internal returns and carry out related duties, ensuring the maintenance of quality data.
5. To review and update policies and procedures in line with new regulations and guidance and make management aware of any impact on service delivery. To plan for change, provide advice, guidance and training to the service and others as required.
6. To lead on specified areas of work – to maintain competency and provide professional expert advice across the wider team.
7. Appraise and assure prosecution reports and other formal action documents are complete and accurate before making recommendations for action. Process criminal cases for formal legal action, from team members and other teams when allocated.
8. Through the appraisal process and as part of forward planning, to identify learning and development needs and, so far as is practical, ensure on the job training and development needs are met.



9. Establish and maintain effective working relationships, representing the service in a professional capacity internally and with a range of external agencies and enforcement bodies, contracted services, community and voluntary groups.
10. Contribute to the corporate activities of the Service as a member of its management team including representing and making decisions on behalf of the service at regional meetings and forums / groups/ project teams and other similar regulatory groups both locally and nationally.
11. Contribute to the Service's business planning process.
12. Monitor and review on-going investigations undertaken by other team members.
13. Assist the line manager with recruitment and selection of staff.
14. Engage with and contribute to communication messages and plans for the service.

NB: The duties and responsibilities of this post are not restrictive, and the post holder may be required on occasion to undertake other duties. This will not substantially change the nature of the post.

### **Supervision and management**

Reporting to: Service Manager

Responsibility for: Team of Environmental Health Officers, Technical Officers and some specialist enforcement officers.

In addition to the key responsibilities, as a people manager you will also:

- Lead and manage team dynamics and performance by setting clear expectations, providing regular feedback, and ensuring high-quality delivery through effective quality assurance practices.
- Create an inclusive and supportive team environment that ensures continuous learning, professional development and good wellbeing, aligning to the council plan priorities, people and culture strategy, and responsibilities set out within our people management policies and requirements.
- Lead and champion opportunities for service improvement, innovation and change by taking accountability for its successful implementation, ensuring team members are engaged, motivated, and supported throughout transitions, whilst role modelling new ways of thinking and working.

### **Other factors**

#### **Resources**

15. Responsible for the safe keeping and correct use of appropriate equipment, including general agile working devices and specialist/ technical equipment.
16. Responsibility for controlled stationary issued such as PACE notebooks and FPN books and ensure that all data is kept securely.
17. Collection of relevant fees (appropriate to specialist roles).
18. Effective use of agreed sampling budget and implementation of sampling programmes.
19. Responsible for safe keeping of seized goods.



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20. Responsibility for the upkeep and maintenance of the equipment in the Service's Lab including calibration of equipment.

### **Working Environment**

21. Remote and lone working is required to carrying out inspections, investigations, enforcement at premises outside the control of the authority, including domestic, commercial, outdoor and remote sites. Some work will be in adverse or unpleasant environments.
22. Both office and field based with occasional need to work outside normal weekday hours.
23. The post requires a lot of walking and standing throughout the day, with some degree of bending and occasional lifting.
24. Must have an appropriate driving licence or have access to a form of transport that allows them to fulfil the full range of duties.

### **Contacts and Relationships**

25. Extensive public contact. Officers may experience conflict in carrying out enforcement duties.
26. Working with other enforcement bodies, agencies and partners.

### **Our values**

Our values act as guiding principles, defining what we believe is important in the ways we work together. Our values are Respect, Together, Accountability, Openness and Curiosity. You will need to be able to demonstrate these values in action through the way you work, regardless of your role within the organisation. Information about our values can be found on our website.



# Person specification

Your application will be assessed based on your demonstration of how you fulfil the following criteria; you should include clear examples of how you meet these criteria within your application form and during the assessment process.

## Essential

Essential criteria are the minimum requirement for the above post and will be assessed through a combination of your application form, assessment and interview (as specified below). We'll also use references to confirm that you meet the criteria for this role. We will require evidence of the qualifications, training or registrations listed below.

| <b>Qualifications, training or registrations</b><br>Required by law or essential to the performance of the role or both              | <b>Assessed through:</b>                    |
|--------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------|
| 1. Degree / MSC or Diploma in Environmental Health                                                                                   | Application form                            |
| 2. Specific roles will require additional qualifications                                                                             | Application form                            |
| 3. Up to date food competency and CPD record                                                                                         | Application form                            |
| <b>Experience</b>                                                                                                                    |                                             |
| 4. Broad range of experience working in a related Environmental Health discipline                                                    | Application form                            |
| 5. Experience of line managing staff                                                                                                 | Application form                            |
| 6. Investigations and case report preparation                                                                                        | Application form                            |
| <b>Knowledge</b>                                                                                                                     |                                             |
| 7. In-depth knowledge of the relevant legislation, guidance and codes of practice, including PACE                                    | Application form<br>Interview<br>Assessment |
| 8. Laws of evidence and investigative and inspection techniques                                                                      | Application form<br>Interview<br>Assessment |
| 9. Sampling procedures                                                                                                               | Application form<br>Interview<br>Assessment |
| 10. Understanding of current issues affecting local government                                                                       | Application form<br>Interview<br>Assessment |
| <b>Skills and abilities</b>                                                                                                          |                                             |
| 11. Able to support a working culture that is professional, organised and works calmly whilst often under pressure to meet deadlines | Interview<br>Assessment                     |
| 12. Excellent inter-personal skills and able to communicate effectively at all levels                                                | Interview<br>Assessment                     |
| 13. Ability to research, accurately record information and write reports                                                             | Interview<br>Assessment                     |
| 14. Ability to motivate staff                                                                                                        | Interview<br>Assessment                     |
| 15. Ability to work both individually and as part of a team                                                                          | Interview<br>Assessment                     |
| 16. Ability to grasp technical details across a wide spectrum of legislation                                                         | Interview<br>Assessment                     |
| 17. Competent in IT applications                                                                                                     | Interview<br>Assessment                     |
| 18. Presentation Skills                                                                                                              | Interview<br>Assessment                     |



| <b>Our values</b>                                                                                                              |                      |
|--------------------------------------------------------------------------------------------------------------------------------|----------------------|
| 19. Respect                                                                                                                    | Interview Assessment |
| 20. Together                                                                                                                   | Interview Assessment |
| 21. Accountability                                                                                                             | Interview Assessment |
| 22. Openness                                                                                                                   | Interview Assessment |
| 23. Curiosity                                                                                                                  | Interview Assessment |
| <b>Other</b>                                                                                                                   |                      |
| 24. Food, Safety and Port Health Team Leaders to have EHORB or equivalent qualification and up to date food CPD and competency | Application form     |

## Desirable

Desirable criteria will be used in the event of multiple applicants meeting the minimum essential requirements and if applicable, will be assessed through a combination of your application form, assessment and interview (as specified below). We'll also use references to confirm that you meet the criteria for this role. We will require evidence of the qualifications, training or registrations listed below.

| <b>Qualifications, training or registrations</b>                           | <b>Assessed through:</b>                    |
|----------------------------------------------------------------------------|---------------------------------------------|
| 25. Leadership and/or Management qualification                             | Application form                            |
| 26. Specialist technical qualification                                     | Application form                            |
| <b>Experience</b>                                                          |                                             |
| 27. Specialist responsibilities                                            | Application form                            |
| 28. Use of software applications in Environmental Health including Tascomi | Application form                            |
| 29. Criminal court process                                                 | Application form                            |
| <b>Knowledge</b>                                                           |                                             |
| 30. Understanding of quality management system                             | Application form<br>Interview<br>Assessment |
| 31. Project management                                                     | Application form<br>Interview<br>Assessment |

## Approval

Manager's job title: Laura Brewer / Janet Moore / Richard Conway

Date: 13-05-2020

