Job description

Job title: Senior/ Technical Officer
Grade: 9/ 10
Job evaluation reference:
Job family: Community and Public Protection, Housing Standards

This job description comprises generic core duties applicable to all designated Senior/ Technical Officer roles at this level within the Community and Public Protection and Housing Standards 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

To provide excellent customer service, specialist advice and technical support and promote the work of the Council, its purpose, aims and values.
Within the authorisations given and under the direction of the line management, to undertake a range of administrative and enforcement responsibilities designed to protect the health of the public and maintain environmental quality.
To work flexibly and contribute as one team in order to meet the demands on the service.

Key responsibilities

1. Carry out and be accountable for an allocated case load of service requests, inspections, sampling and monitoring regimes, working within an agreed regime of procedures and guidelines.

2. Deliver customer focused specialist advice and assistance, keeping up to date with competency requirements, relevant statutory legislation and best practice.

3. Prepare detailed and accurate reports and maintain and update records, complete returns and carry out related duties, ensuring the maintenance of quality data.

4. Carry out informal and formal enforcement actions as required, including and in accordance with delegated powers, the service of notices. Assist with the collection and preparation of evidence for legal proceedings to be taken by the council.

5. Take ownership and lead responsibility for specialist projects or areas of work as assigned and linked to specialist competence.

6. Analyse and interpret complex data, write and create reports using that data and analysis for use by managers.

7. Assist with the development of policies and strategies for effective service delivery. Contribute to the maintenance, improvement and implementation of change throughout the Council.

8. Assist in the planning and preparation of courses, seminars, exhibitions and campaigns. Supporting knowledge transfer and learning and development for other colleagues.

9. Establish and maintain effective working relationships both internally and externally, working with partnership organisations and agencies as required.

10. Make effective use of the Council's IT systems and work in line with the Council's policies and procedures

11. Take responsibility for the integrity of management information through the proper use and safekeeping of data and record systems both manual and computerised.

12. Participate in a positive safety culture to protect themselves, colleagues and other people affected by the Councils activities

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.

The job description spans grades 9 and 10.

At grade 9, postholders will undertake more routine tasks and be without proven experience and skills in investigation and enforcement.

At grade 10 postholders will undertake more complex and significant tasks and will be expected to prepare casefiles and reports without supervision. Postholders at this level will regularly lead internal project teams on particular tasks and represent the council on their own at external meetings.

Supervision and management

Reporting to: Team Leader
Responsibility for: N/A

Other factors

Resources

- Responsible for the safe keeping and correct use of appropriate equipment, including general agile working devices and specialist/ technical equipment.
- Responsibility for controlled stationary issued such as PACE notebooks and FPN books and ensure that all data is keep securely
- Collection of relevant fees (appropriate to specialist roles)

Working Environment



- 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.
- Both office and field based with occasional need to work outside normal weekday hours.
- The post requires a lot of walking and standing throughout the day, with some degree of bending and occasional lifting.
- 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

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

Our behaviours

Dorset Council has developed and embedded a set of behaviours that will form part of everything you do and you will need to be able to demonstrate them through the way you work, regardless of your role or grade within the organisation.

Full details can be found on the job website under '[Working for Dorset Council']'.



Person specification

Applicants will be shortlisted on the basis of demonstrating that they fulfil the following criteria in their application form and should include clear examples of how they meet these criteria. You will be assessed in some or all of the specific areas over the course of the selection process.

Essential

Essential criteria are the minimum requirement for the above post.

Qualifications/ training/registrations Required by law, and/or essential to the performance of the role
1. A benchmark of 5 GCSE's (or equivalent) including Maths and English at grade C or level 5
2. Grade 10 postholders will have either a level 5 or a specific environmental health qualification or extensive relevant experience
Experience
3. Experience within a regulatory enforcement sector, scientific, technical or environmental field 4. Dealing with people who have differing priorities and expectations.
5. Analysing data, undertaking research effectively and use creative solutions.
Skills, abilities & knowledge
6. Awareness of relevant legislation and good technical knowledge in the functions of the service area 7. Able to carry out inspections, investigations and sampling as appropriate, interpret legislation accurately, work to current guidelines and procedures and apply best practice. 8. Support a working culture that is professional, organised and works calmly whilst often under pressure to meet deadlines. 9. Ability to research, accurately record information and write reports 10. Able to handle multiple tasks in a given period of time 11. Up to date working knowledge on IT applications including digital platforms and social media. 12. Able to be self-motivated and work autonomously 13. Able to form good working relationships and work well as part of a team
Behaviours
14. Responsibility
15. Respect
16. Recognition
17. One Team: Collaboration
Other

Desirable

Desirable criteria will be used in the event of a large number of applicants meeting the minimum essential requirements.

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Qualifications/ training/registrations
18. A relevant technical or professional qualification
19. Membership of a relevant professional body
20. Educated to A level standard or above
Experience
21. Experience within the specific service sector, using relevant enforcement powers and implementing a wide range of sanctions
22. Experience in using regulatory monitoring equipment
Skills, abilities & knowledge
23. Good awareness of regulatory and public health issues that affect Dorset communities
Behaviours
Other

Approval			
Manager	Janet Moore, Laura Brewer, Richard Conway	Date	5.5.2020

