



# Role Profile

## Environmental Health Technician

Reference No.	A4224	Type	Individual
Service	Protective Services		
Job Family	Technical 6	Grade	FC6

### Purpose

Providing advanced technical support to improve the Service and comply with statutory duties.

Undertaking project or developmental work which assists the portfolio in the continuous delivery of professional, high quality and customer focussed services.

**Task or Responsibility** - For this role, there is an expectation that all, or a combination, of the following will be undertaken:

Coordinating the Team's customer interactions across various media. Including, answering queries (via phone or email) as part of the Team's duty officer system, giving advice to members of the public and businesses, recording complaints and allocating jobs to other members of the Team.

Creating standard letter templates and information leaflets.

**Person Specification: Skills, Knowledge, Qualifications or Experience** - Criteria can apply to more than one task or responsibility

**E**

**D**

Experience of working in one of (or combination of) the fields of Environmental Health, Trading Standards or Building Control (Deliver results – See 'How We Work Matters' Framework)

✓

Communication skills

✓

Conflict handling Skills

✓

Customer service skills

✓

Literacy skills

✓

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<b>Task or Responsibility</b> - For this role, there is an expectation that all, or a combination, of the following will be undertaken:	<b>Person Specification: Skills, Knowledge, Qualifications or Experience</b> - Criteria can apply to more than one task or responsibility	<b>E</b>	<b>D</b>
Undertaking responsibility for externally audited information held in the Local Authority funeral records and for Freedom of Information purposes, maintaining information for external purposes and updating the team website, managing usage of Environmental Health's social media feeds.	Attention to detail skills (Focus on customers)	✓	
Arranging purchase of necessary equipment (including sound level meters and Personal Protective Equipment) and co-ordinating the payment of invoices for equipment and other services.	Organisational skills	✓	
Ensuring Management Information Systems such as databases and filing systems are kept up to date and correct, undertaking corrective action where necessary.	Numeracy skills	✓	
Ensuring Management Information Systems such as databases and filing systems are kept up to date and correct, undertaking corrective action where necessary.	Initiative taking skills	✓	
Running reports from in-house databases, based on Team performance and provide statistics to external and internal bodies.	Problem solving skills	✓	
Co-ordinating the Team's response to Freedom of Information Requests and Environmental Information Requests.	Partnership working skills		✓
Ensuring the team is fully compliant with the Data Protection Act, by keeping up to date with legislation and briefing the team.	Research skills		✓
Assisting field officers in the gathering of evidence by accompanying them on visits and assessing whether the state of affairs is a nuisance and shadowing their role to gain/maintain a knowledge and understanding of the team's activities	Presentation Skills		✓
Expanding the use of Information Technology within the team including, but not limited to, Databases, word processors, spreadsheets, presentation software, GIS, Sharepoint etc., to ensure that effective and efficient use is made of IT software.	Team working Skills (Work together)	✓	
Training other members of the Team on IT usage	IT skills (Embrace technology & information)	✓	
	Interpersonal skills	✓	

E = Essential Criteria    D = Desirable Criteria

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<b>Task or Responsibility</b> - For this role, there is an expectation that all, or a combination, of the following will be undertaken:	<b>Person Specification: Skills, Knowledge, Qualifications or Experience</b> - Criteria can apply to more than one task or responsibility	<b>E</b>	<b>D</b>
	Coaching skills		✓
Administering the estates of deceased persons whose funerals were carried out under the Burials and Cremations (Scotland) Act 2016.	Accuracy skills (Take ownership)	✓	
Accompanying other officers to carry out house searches, looking for money, valuables, legal documents, and family contacts and securing collected valuables.	Cash handling skills	✓	
Writing to solicitors and families regarding estates, and ensuring that funds go to the correct beneficiary	Time management skills	✓	
Maintaining the Team retention schedule.			
Maintaining the team's external telephone number including recorded greetings.			
Ensuring the disposal of valuables to cover the costs of a funeral.			
Writing out to institutions to release funds (e.g. writing to banks to claim the funds of the deceased to cover the cost of a funeral)			
Writing out to various organisations to advise of a death			
Keep an ongoing ledger of all funeral accounts and ensuring that monies are allocated to the correct codes			
Undertaking all other duties as required for the role. Duties will be in line with the grade.			

<b>Additional tasks or responsibilities</b> – this is a generic role, however this particular job may also require you to undertake the following:			
<b>Task or Responsibility</b> - For this role, there is an expectation that all, or a combination, of the following will be undertaken:	<b>Person Specification: Skills, Knowledge, Qualifications or Experience</b> - Criteria can apply to more than one task or responsibility	<b>E</b>	<b>D</b>
<b>JOB TITLE of specialism</b>			

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## Type of Protection of Vulnerable Groups Scheme (PVG Scheme) or Disclosure Check required

Type of Protection of Vulnerable Groups (PVG) or other Disclosure check (choose only one).	PVG Children <input type="checkbox"/>	PVG Protected Adults <input type="checkbox"/>	PVG Both <input type="checkbox"/>	None <input type="checkbox"/>
	Basic Disclosure <input checked="" type="checkbox"/>	Standard Disclosure <input type="checkbox"/>	Enhanced Disclosure <input type="checkbox"/>	

### Additional Information – the following information is available:

- Skills Framework (if applicable)
- **How** we work matters

### Expected Behaviours – It is essential that you display the following behaviours as they are expected of all our employees:

- Take Ownership
- Focus on Customers
- Work Together
- Embrace Technology & Information
- Deliver Results