

TECHNICAL SUPPORT OFFICER				Purpose			
Reference No.	A4695	Type	Individual	To provide Advanced Technical Support to facilitate and improve Service Delivery of the regulatory functions of Environmental Health including but not limited to food safety, health & safety, port health, waste duty of care and public health. Undertaking project or development work which assists the Service in the continuous delivery of professional, high quality and customer focussed services.			
Service	Protective Services						
Job Family	Para-Professional 4	Grade	FC6				
Task or Responsibility - For this role, there is an expectation that all, or a combination, of the following will be undertaken:				Person Specification: Skills, Knowledge, Qualifications or Experience - Criteria can apply to more than one task or responsibility		E	D
To support the Service Manager and Lead Officer to ensure that the Team's Regulatory functions are discharged efficiently, professionally and in line with statutory requirements. This will include for example but not limited to; <ul style="list-style-type: none"> The management of information systems & databases related to the Team's statutory inspection programmes are kept up to date and correct, and where necessary taking corrective action. The planning, production, issuing and monitoring of the Team's various Statutory Inspection Programmes. Ensuring Team documentation, published records and advice are kept up to date. Statutory and other reports are produced as required. Support the Regulatory activities of the Team. This may include dealing with and responding to Businesses, Elected Officials, Senior Managers, Members of the Public and Partner Organisations. Production and maintenance of the Environmental Health Stand-by Rota for Communicable Disease and Food Safety incidents. This will include ensuring all relevant parties are kept up to date. 				Educated to SCQF Level 7 which includes a HNC or equivalent where possible in an Environmental Health subject		√	
				Environmental Health related qualification such as for example a REHIS community training qualification			√
				Experience of working in the field of Environmental Health; including Waste Management, Food and Workplace Safety (Deliver results – See 'How We Work Matters' Framework			√
				Communication skills		√	
				Customer Service skills (Focus on customers)		√	
				Regulatory knowledge			√
				Ability to provide a regular and effective service			√

Role Profile

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	Ability to travel throughout Fife Initiative Taking Skills	✓ ✓ ✓	
Providing Technical advice to colleagues on the Environmental Health and related administration/reporting aspects of the internal and external systems, such as SND, FHIS, EHC online, RIDDOR.	IT Skills (Embrace information and technology) Interpersonal Skills (Work together) Coaching Skills Knowledge of relevant legislation	✓ ✓ ✓	✓ ✓
Coordinating the procurement, maintenance and where necessary the calibration of the equipment required by the Team for undertaking statutory functions. Along with coordinating the payment of related invoices.	Organisational Skills Numeracy Skills	✓ ✓	
Ensuring the regular transfer and update of local records to the National Platforms such as the Scottish National Database for Food Safety and the National Food Ratings Platforms in line with required frequencies. This may include dealing with enquiries in relating to food premises records such as Inspection Ratings from businesses, Members of the Public and other Agencies.	Time Management Skills	✓	
Supporting the Environmental Health and wider Protective Services regulatory activities including those relating to Food and Workplace Safety by undertaking interventions to support alternative enforcement strategy. Including but not limited to food safety, health and safety and their alternative intervention programmes; EU departure activities; licencing and public health incident response.	Communication skills Regulatory knowledge in relation to Environmental Health Ability to manage a varied workload (Take ownership)	✓ ✓	✓
Coordinating the Teams response to Freedom of Information Requests, Environmental Information Requests and Subject Access Requests.	Research Skills Ability to work to deadlines	✓	

E = Essential Criteria D = Desirable Criteria

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			√	
Undertaking all other duties as required for the role. Duties will be in line with the grade.				

Additional tasks or responsibilities – this is a generic role, however this particular job may also require you to undertake the following:				
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Type of Protection of Vulnerable Groups Scheme (PVG Scheme) or Disclosure Check required				
Before confirming appointment: You may be required to obtain PVG scheme membership or a Disclosure check. Please refer to the job advert for clarification of the specific requirement.				

Additional Information – the following information is available:

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

Expected Behaviours

Every council employee is expected to lead the way by making decisions and behaving in ways that uphold our community commitments and values.

Please refer to How We Work Matters Guidance to learn more.