

## Enforcement Officer (Environmental Health)

Reference No.	A4700	Type	Generic
Service	Protective Services		
Job Family	Para Professional 4	Grade	FC6

### Purpose

Responsible, through a graduated enforcement approach and provision of advice and guidance, for ensuring compliance with legislative requirements including all relevant Acts, Regulations, Conditions, and Approved Codes of Practice relating to environmental and waste legislation.

This will involve carrying out inspections & interventions, carrying out investigations, giving advice and taking legal action where necessary, including liaising with other teams, Services and Enforcement Agencies when appropriate.

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

Dealing with customer enquiries by phone, email and face to face and other suitable communication methods. This includes giving regulatory advice to members of the public and businesses. Resolving and documenting requests for service and complaints as required.

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

Educated to SCQF level 7, which includes a HNC level (or equivalent) in an Environmental Health related subject

Experience of working in the field of Environmental Health; including Waste Management, Food and Workplace Safety

Communication skills

**E**      **D**

✓	
	✓
✓	

# Role Profile

<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>
	Conflict handling skills  Regulatory knowledge  Customer service skills; to work confidently with a range of customers and have a helpful attitude  Ability to provide a regular and effective service	✓  ✓  ✓  ✓	
Maintain, review and develop policies and procedures related to waste duty of care enforcement activities under the appropriate Environmental and Waste legislation. This can include: <ul style="list-style-type: none"> <li>• Participation in multi-service and/or agency projects and assisting the line manager in preparing and circulating of various publicity materials in relation to relevant legislation, both current and pending.</li> <li>• Developing and creation of information, documentation and standard templates for colleagues, business and members of the public.</li> <li>• Assisting in the development of practices and procedures to deal with legislative requirements.</li> <li>• Implementing changes to procedures as required by Line Manager.</li> <li>• Keeping abreast of changes to legislation which will impact on enforcement activities and responsibilities. This could be through participating in training events and attending conferences, workshops and self-study to maintain skillset.</li> </ul>	Communication skills  Literacy skills  Regulatory experience  Team working skills  IT skills  Presentation skills  Positive work ethic and attitude  Ability to embrace, accept and implement change	✓  ✓  ✓  ✓  ✓  ✓  ✓	✓

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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 and 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	✓   ✓	✓
Visiting businesses, households or any other locations to check on and ensure compliance with legislative requirements. This will include both physical and visual checks backed up by other recording means if required i.e. camera, laptop, hand held data capture unit. The role will include completing any records required to record or progress any required actions.	Ability to work outdoors in all weathers  Ability to travel between sites  Knowledge of relevant legislation  Ability to operate equipment	✓  ✓  ✓	✓
Take appropriate graduated Enforcement action, such as providing advice, issuing warning letters, serving Statutory Notices, Fixed Penalty Fines and report to the Procurator Fiscal. This will include: <ul style="list-style-type: none"> <li>• Gathering of evidence pertaining to waste management regulatory breaches.</li> <li>• Acting in a witness capacity and assisting Environmental Health Officers and Food Safety Officers in gathering of evidence related to food &amp; workplace safety regulatory breaches.</li> <li>• As part of an investigation, conducting interviews with both witnesses and possible offenders with a view to gathering evidence.</li> <li>• Liaising with other teams, Services and other external Enforcement Agencies where appropriate; identifying, investigating and dealing with the consequences of illegal activity.</li> </ul>	Enforcement experience  Excellent communication and persuasive skills with ability to remain tactful, firm and fair in potentially confrontational situations  Experience in dealing with the public  Conflict avoidance/resolution skills  Team working skills  Experience of partnership working  Attention to detail	✓  ✓  ✓  ✓  ✓  ✓	✓       ✓  ✓

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<ul style="list-style-type: none"> <li>• Preparing and submitting reports for consideration of the Crown Office and Procurator Fiscal Service with respect to non-compliance with statutory requirements.</li> <li>• Attending and giving evidence in Court as required.</li> </ul>	Awareness of Scottish Legal System as it relates to regulatory activities  Experience of regulatory activities  Literacy skills	✓	✓
Maintaining detailed records and providing written reports to Line Manager on responses to reports of alleged illegal activity and the action taken.	Confident user of IT applications, showing ability to use packages effectively	✓	
Undertaking all other duties as required for the role. Duties will be in line with the grade.			

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<b>Additional tasks or responsibilities</b> – this is a generic role, however this particular job may also require you to undertake the following:			
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<b>JOB TITLE (of Specialist tasks)</b>			

<b>Type of Protection of Vulnerable Groups Scheme (PVG Scheme) or Disclosure Check required</b>	
<b>Before confirming appointment:</b> 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.	
<b>Additional Information</b> – the following information is available	<b>Expected Behaviours</b>
<ul style="list-style-type: none"> <li>Skills Framework (if applicable)</li> <li><b>How</b> we work matters</li> </ul>	<p>Every council employee is expected to lead the way by making decisions and behaving in ways that uphold our community commitments and values.</p> <p>Please refer to How We Work Matters Guidance to learn more.</p>