



JOB DESCRIPTION

POST TITLE	Compliance and Technical Support Officer
DIRECTORATE	Environment
GRADE / SALARY	Grade 9
RESPONSIBLE TO	Technical Support Team Leader
RESPONSIBLE FOR	

JOB PURPOSE

To provide technical and administrative functions and support the delivery of statutory and non-statutory functions for which the Environmental Health service is responsible.

The post holder is expected to support the Technical Support Team Leader in meeting objectives and priorities of the service. This will include working in a collaborative manner with officers in the service, other internal and external partners and stakeholders, providing customer service and administrative functions including contributing to the maintenance and development the ICT systems in the service and supporting the functions of the Commercial and Residential teams where appropriate.

DUTIES AND RESPONSIBILITIES SPECIFIC TO THE POST

1. Provide a customer service function by dealing with all customer enquiries and provide advice where appropriate in accordance with the service's operating procedures.

2. Support the Environmental Health Officers in the service to undertake inspections, visits, interventions, and investigations in accordance with the functions of the service.
3. Undertake independent work where appropriate including sampling activities, visits, investigations and responding to requests for service where appropriate.
4. Provide support for the development and implementation of special projects in response to new legislation and other matters to improve service deliver, including the production of reports and presentations as appropriate.
5. Provide support for any legal investigations taking place in the service including taking statements, gathering evidence and preparing investigation reports/case files. Attend and give evidence in court proceedings.
6. Be able to operate the ICT systems in use in the service and in particular the service's Management Information System; and contribute to the maintenance and development of the services ICT systems.
7. Work in collaboration with other Council departments and liaise with internal and external stakeholders to support the delivery of the functions of the service.
8. Ensure that accurate records are maintained compliant with legal standards and provide support for the submission of statutory returns if required.
9. To attend talks, training and meetings as may be required from time to time.
10. Maintain a knowledge base, understanding and awareness of relevant legislative requirements and codes of practice applicable to the functions of the service and Council policies and procedures.
11. To be competent to carry out the appropriate functions of either the Commercial or Residential Teams.
12. To deputise for the Technical Support Team Leader where appropriate and support the maintenance of the Council's website in relation to Environmental Health.

CORPORATE RESPONSIBILITIES

- To comply with the requirements of Health and Safety legislation, including HDC's Policy & Procedure

- To comply with the requirements of Data Protection legislation, maintaining confidentiality at all times
- To comply with the Council's commitment to Equality and Diversity
- To comply with all policies and procedures of HDC relevant to the role
- To undertake learning and development activities which will enhance your capabilities and the overall capacity and performance of the Council
- To undertake other duties relevant to and commensurate with the pay grade of the post
- To comply with and work to the spirit of the Organisational Values – see list below

ORGANISATIONAL VALUES

- **OPEN** – honest and transparent in the provision of our services to the community
- **RESPONSIBLE** – and accountable for our actions as individuals and as an organisation
- **CUSTOMER FOCUSED** – and committed to providing and improving upon a high quality, customer focused service
- **FAIR** – to all on an equal basis
- **RESPECTFUL** – and value our work colleagues and stakeholders

Job Description agreed by post holder

Name (print)

Signed

Date

