



## PERSON SPECIFICATION

### Environmental Health Service Compliance and Technical Support Officer

	Essential	Desirable	How this will be measured
<b>Qualifications required</b>	Good standard of education including Mathematics and English to GCSE level (or equivalent).	A levels/Level 3 (or equivalent).  Degree or Diploma in Environmental Health or relevant subject.	Application
<b>Skills / competencies required</b>	<p>Good oral and written communication skills and abilities.</p> <p>Competent in the use of ICT and software such as Microsoft Office.</p> <p>Ability to manage time effectively and prioritise tasks including working to deadlines and managing competing tasks and priorities.</p> <p>Ability to work and develop relationships with team members and other stakeholders to meet the demands of the service.</p> <p>Ability to identify problems, analyse information and use judgement to reach informed decisions.</p>	Competent in the functions of a technical support role and/or a regulatory compliance support role.	Interview / Application

	<p>Ability to understand and meet the needs of customers.</p> <p>Ability to deal with difficult and demanding customers to achieve positive outcomes.</p>		
<b>Knowledge required</b>	<p>Knowledge of local authority practices and procedures.</p> <p>Knowledge of a range of ICT systems including specialist software.</p>	<p>Knowledge of relevant legislation, codes of practice and guidance applicable to the Environmental Health Service.</p> <p>Awareness of the current issues in Environmental Health.</p> <p>Awareness of investigation techniques and legal processes including PACE, CIPA, RIPA and civil proceedings.</p> <p>An understanding of operation of quality management systems and standard operating procedures.</p> <p>General knowledge of the functions of the Environmental Health service.</p>	Interview / Application
<b>Experience required</b>	<p>Experience in in a technical administrative role or a regulatory compliance role.</p> <p>Experience of dealing with members of the public and the business community.</p>	<p>Experience of working in Environmental Health or other specialist area.</p> <p>Experience of carrying out legal investigations, compiling legal cases and giving evidence in court.</p>	Interview / Application

	<p>Experience of recording, collating and reporting systems including using specialist software.</p>	<p>Experience in use of specialist environmental such as management information and document management systems health software. Experience of implementing enforcement policies and procedures.</p> <p>Experience in the use of G.I.S.</p>	
<b>Personal qualities</b>	<p>Flexibility and adaptability to meet conflicting priorities and pressures.</p> <p>Developed interpersonal skills.</p> <p>Ability to manage own workload.</p> <p>Ability to work under own initiative and work within a team.</p>	<p>An objective and rational approach to decision making and problem solving.</p> <p>Ability to resolve difficult situations including dealing with challenging individuals</p> <p>Commitment to ongoing service improvement.</p> <p>.</p>	Interview / Application
<b>Other requirements</b>	<p>Comply with the Council's Equalities and Diversity Policy</p> <p>A current driving licence and ability to drive.</p> <p>Flexibility to work across all locations in the Hambleton District and work out of hours from time to time.</p>		Interview / Application

