**Job Description**

**JOB TITLE :** Environmental Health Technician

**GRADE :** 7

**POST NO :** 0369

**SERVICE :** Environmental Health and Licensing

**UNIT :** Residential

**REPORTS TO :** Principal Environmental Health Officer

**RESPONSIBILE FOR :** None

**LIAISON WITH :** Police, Other Local Authorities, Social Landlords, Other Council Services and Agencies and Members of the Public

**PURPOSE OF JOB**

1. To investigate complaints and incidents relating to nuisance (such as drainage, noise, accumulations of refuse) and matters of anti-social behaviour, whilst providing support to victims and complainants
2. To co-ordinate the Anti Social Behaviour Action Team (ASBAT) to ensure a consistent approach to tackling anti-social behaviour at a multi agency level
3. Developing preventative and diversionary measures in conjunction with partner agencies to reduce instances of nuisance and anti-social behaviour.
4. Assist in providing an out of hours and emergency response capability for the service

**MAIN ACTIVITIES**

1. To investigate complaints of nuisance and anti-social behaviour from the first point of referral through to resolution, including advising and supporting complainants, witnesses and perpetrators, investigating complaints and seeking informal resolution such as mediation, assertively challenging behaviour or taking legal action.
2. To provide robust evidence when required to enable formal action to be undertaking, including the taking of witness statements, interviewing under caution, compiling accurate case and prosecution files and where appropriate attend court to give evidence.
3. Keep up to date with current legislation, regulations, guidance and technical developments.
4. To install and maintain our CCTV camera used for problematic cases.
5. Issuing Fixed Penalty Notices to members of the public where an incident has been witnessed which is found to be in contravention of the relevant legislation.
6. To liaise and work collaboratively with other Council service areas, external agencies and partners in order to develop a suitable joint working response to cases and emerging concerns.
7. To ensure that complainants and perpatrators are signposted to appropriate support agencies when vulnerabilities are identified.
8. Promote good working relationships with partners such as the police, other council services, other local authorities, social landlords and the voluntary sector.
9. Support the work of the Community Safety Partnership through the co-ordination of the Anti-Social Behaviour Action Team (ASBAT), including organisation of meetings, updating of cases and encouraging partners to put forward new cases for consideration.
10. Represent the service at meetings with internal and external partners
11. To contribute to the development and implementation of projects, campaigns and events on behalf of the service or Community Safety Partnership.
12. Regular out of hours work is required to investigate complaints
13. To assist other sections of the service in dealing with outbreaks, environmental monitoring and emergency situations.
14. To carry out any other duties commensurate with the role.

**DATE LAST UPDATED:** **January 2017**

**Person Specification**



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|  | **CRITERIA** | **ESSENTIAL/ DESIRABLE (E/D)** | **METHOD OF ASSESSMENT** |
| **QUALIFICATIONS &**  **KNOWLEDGE** | Relevant degree or equivalent qualification in Environmental Health or Anti-Social Behaviour  Membership of a professional body such as the CIEH  Able to demonstrate up to date training and knowledge through CPD certificates | E  D  E | A, C,I, R  A, C,I  A, C, I, R |
| **EXPERIENCE &**  **SKILLS** | Experience of investigating nuisance and anti-social behaviour complaints.  Knowledge of the other disciplines within Environmental Health to provide assistance with outbreaks, environmental monitoring and emergency situations  Analytical and problem solving approach  Ability to work to corporate and legislative requirements  Excellent keyboard skills; use of office computer software and mobile communication devices  Ability to prioritise work and progress cases in a timely manner  Proven team working skills and willingness to undertake the full range of duties.  Experience of working with partner organisations  Political and legal awareness and the ability to escalate issues to senior managers when appropriate  Demonstrate ability to make and implement decisions.  Experience of talking formal action (serving notices, interviewing under caution, gathering evidence, prosecutions)  Experience of report writing | E  D  E  E  E  E  E  D  D  E  E  E | A, I, R  A,C, I, R  A, I, R, T  A, I, R, T  A,C, I, R, T  A, I, R, T  A, I, R, T  A, I, R  A, I, R, T  A, I, R, T  A, I, R, T  A, I, R, T |
| **SPECIAL REQUIREMENTS & ATTITUDE** | Enthusiastic and self-motivated to carry out duties using initiative and with the minimum of supervision  Calm, patient, professional and polite in all circumstances  Excellent interpersonal and negotiation skills and able to deal with confrontational situations such as issuing notices, anti-social behavior contracts and fixed penalty tickets  Ability to understand the enforcement of legislation and the issuing of fixed penalty tickets  Results driven and able to meet tight deadlines  Positive, cooperative and flexible approach to work  Excellent communicator both written and oral  Experience of dealing with the public – customer focused | E  E  E  E  E  E  E  E | A, I, R, T  A, I, R, T  A, I, R, T  A, I, R, T  A, I, R, T  A, I, R, T  A, I, R, T  A, I, R, T |
| **OTHER** | Smart appearance  Physically fit and mobile in order to undertake lengthy daily foot patrols and negotiate stairs and heights  Able to carry moderately heavy equipment and undertake ladder work  Able to perform dirty manual tasks  Normal range of hearing/sight and sense of smell  Full Clean Driving licence  Be prepared to work out of hours on a monthly basis | E  E  E  E  E  E  E | A, I, R  A, I, R, T  A, I, R, T  A, I, R, T  A, I, R, T  A, C, I, R, T  A, I, R, |

**COMPLETED BY:** Environmental Health and Licensing Manager

**DATE:** January 2017

**CATEGORY:** A – Application, C - Certificates, T – Testing, I – Interview, R - Reference