**Job Description**

**JOB TITLE :** Environmental Health Technician

**GRADE :** 7

**POST NO :** 0385

**SERVICE :** Environmental Health and Licensing

**UNIT :** Residential

**REPORTS TO :** Principal Environmental Health Officer

**RESPONSIBILE FOR :** None

**LIAISON WITH :** Elected Members; residents; officers in other departments & local authorities; a wide range of external contacts in the public, private & voluntary sectors

**PURPOSE OF JOB**

1. The investigation and resolution of complaints from the public relating to matters of housing, public health, environmental crime.
2. To Work with partners to deliver adaptations to the homes of disabled people, to help them to remain independent in their own homes for longer.
3. To offer advice, training and guidance to customers, landlords and agents.
4. Developing preventative and diversionary measures in conjunction with partner agencies to improve housing conditions within the city.
5. Assist in providing an out of hours and emergency response capability for the service

**MAIN ACTIVITIES**

1. The investigation and resolution of complaints from the public relating to matters of housing, public health, environmental crime and nuisance.
2. To assist with the inspection of private sector houses, including houses in multiple occupation and mobile home sites, assessing housing conditions under the Housing Health and Safety Rating System and in conjunction with the Environmental Health Officer take the appropriate course of action in each case to achieve compliance.
3. To assist in the preparation of schedules of repair and improvement for legal notices relating to private sector houses and mobile home sites, including the preparation of plans and fire precaution schedules relating to houses in multiple occupation, in accordance with the council’s scheme of delegation and enforcement policy.
4. To assist the Environmental Health Officer and Senior Environmental Health Technicians with HMO Licensing duties such as:-
5. Processing applications for HMO property licenses, including inspection of housing conditions and assessment of management and amenity standards.
6. Drafting appropriate documentation and making recommendations for approval or refusal of HMO licenses.
7. Investigating the licensing status of HMO premises, which may involve undertaking area and street surveys.
8. Monitoring and assessing compliance with licensing conditions and compliance with schedule of works following inspection.
9. To inspect residential properties in respect of applications for Disabled Facilities Grants and any other housing renewal grants the Council may offer. To assess the feasibility and eligibility of the works requested, undertake financial assessments of grant applications, providing advice to clients and preparing schedules of work.
10. Assist in the investigation of empty homes, aiming to maximise the best use of the city’s housing stock by liaising with property owners and landlords to bring empty homes back into use in accordance with Council Empty Homes Strategy.
11. Promote energy efficiency initiatives to help reduce fuel poverty within the city by promoting and/or signposting residents to available schemes or sources of information.
12. Liaising and promote good working relationships with partner services and organisations such as Devon and Somerset Fire and Rescue Service, Police, other council services, other local authorities, social landlords and the voluntary sector, representing the service at meetings where appropriate in order to develop a suitable joint working response to cases and emerging concerns.
13. To maintain accurate records of visits and action taken, together with inputting and updating where appropriate electronic records and maintaining public records.
14. 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 or tribunal to give evidence.
15. To contribute to the development and implementation of projects, campaigns and events on behalf of the service or Community Safety Partnership.
16. Regular out of hours work is required to investigate complaints
17. To assist other sections of Environmental Health and Licensing in dealing with outbreaks, environmental monitoring and emergency situations.
18. To carry out any other duties commensurate with the role.

**DATE LAST UPDATED:** **September 2018**

**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 Housing  Award in understanding and applying the Housing Health and Safety Rating System (HHSRS)  Membership of a professional body such as the CIEH  Able to demonstrate up to date training and knowledge through CPD certificates | E  E  D  E | A,I, C, R  A, I, C  A, I, C  A, I, C, R |
| **EXPERIENCE &**  **SKILLS** | Experience in an Environmental Health role with an emphasis on housing complaints, disabled facilities grants, home improvement loans, HMO licensing, empty properties, and caravan site licensing  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, with the ability to make and implement decisions.  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  Experience of talking formal action (serving notices, interviewing under caution, gathering evidence, prosecutions)  Experience of drafting reports, letters and notices. | E  D  E  E  E  E  E  D  D  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 |
| **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 schedule of works, notices and prohibitions.  Ability to understand the enforcement of legislation and the issuing of fixed penalty tickets or civil penalties.  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:** September 2018

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