

Role Profile

Job Title:	Public Health & Noise Nuisance Officer
Location:	Colindale/Hybrid
Department:	Environmental Health - Consumer and Public Protection
Directorate:	Assurance & Public Protection
Grade:	Grade I
Salary Range:	
Reports to:	Team Leader Noise and Nuisance / Service Manager Environmental Protection & Licensing

1. Job Purpose:

To provide technical professional services with the overall aim of protecting and improving the health and wellbeing of every resident, worker, and visitor within the Borough.

Providing assistance, advice and using available statutory powers to carry out all manners of enforcement to keep people safe and to maintain professional and legal standards. Achieving your full potential in delivering high quality services ensuring that the Council discharges their statutory obligations.

To ensure that the impact from noise and nuisance on residents and others within the Royal Borough is controlled using appropriate enforcement powers, negotiation and practical knowledge both during office hours and as part of an out of hours service operation.

2. Key accountabilities:

- Respond to, investigate and resolve, within published service standards, wherever possible, service requests relating primarily to noise and nuisance, but also complaints relating to other areas within the Environmental Services remit.
- Work between the hours of 8am and 8 pm as part of the Noise and Nuisance Service's.
- To assist in the preparation of the service and enforcement of legal notices under the Environmental Protection Act 1990, Control of Pollution Act 1974 and any other legislation that is appropriate to secure the main purpose of the post.
- To follow up and re-visit where informal and formal action has been taken, checking works in progress, ensuring that the necessary works, etc. have been properly executed in accordance with good practice. To identify those cases where notices have not been complied with and take appropriate enforcement action.
- To contribute to a front line 'witnessing' service, carrying out visits and gather evidence of reported breaches which may from time to time, be out of hours.

- To be involved, as appropriate in the event of emergency situations occurring within Barnet.
- To work closely with other teams (e.g. Licensing, Community Safety Team, Barnet Homes etc.) to promote collaborative working, data sharing, and co-ordinated intervention to ensure the best service for residents.
- Assist the instigation of all necessary legal action in line with Council policy, including the preparation and presentation of evidence at Court and Tribunals.
- Respond to correspondence and maintain up to date records on the Boroughs' computer systems, officer notebooks, records of visits made and action taken to ensure a complete record of cases is maintained in the event of later enquiries, complaints or subsequent legal action.
- To give advice to the general public and commercial undertakings on Environmental Health matters relating to premises in the borough.
- Contribute to projects and initiatives in relation to the work of the Noise and Nuisance Team and, where appropriate, the Council or Team as a whole.
- To keep abreast of appropriate legal and technical developments.
- Meet performance targets for proactive and reactive work.
- Undertake projects and initiatives to improve the delivery of the service. These projects may reflect the impact of the wider environmental agenda on the operation of the premises visited.
- To prepare detailed reports relating to case work and wider noise and nuisance issues and attend internal and external meetings.
- Assist in maintaining Quality Assurance procedures and other documentation.
- Participate in the training of businesses, health promotion initiatives, and the staff training programme as required.
- Ensure effective liaison is maintained with other relevant colleagues about matters relating to work within their areas.
- Become familiar with operational policies, procedures and techniques relevant to the job.
- Undertake engagement and enforcement activities at events as required. Duties include monitoring and taking action under all relevant legislation where appropriate.
- Cover the work of colleagues in time of leave, sickness or other absenteeism.
- Carry out such other duties relevant to the post when required.
- As the Council moves towards further flexible ways of working be prepared to embrace different methods of working for example flexibility about working hours.
- To ensure all elements of investigations conducted by officers are compliant with the Criminal Procedures and Investigations Act 1996 and the codes of practice as well as the Police and Criminal Evidence Act 1984 and the codes of practice.
- Adhere to the Assurance Investigators Code of Ethics.

- To wear appropriate Council Uniform whilst performing duties and ensuring the team are also suitably attired to be recognised as employees of Barnet.
- Working out of hours as and when required as part of a shift rotation and/ or agreed overtime.
- Carry out other duties as required by your line manager in accordance with the grading of the post.

3. Financial Responsibilities:

- No Direct budget responsibility.

4. Health and Safety Responsibilities:

As an employee of the London Borough of Barnet, you are required to:

- Abide by Barnet's health and safety policy, associated arrangements for managing, and implement the manager's responsibilities set out therein.
- Complete mandatory health and safety training.
- Ensure risk assessments are in place for all task/activities where there are significant hazards, including stressors that could have an adverse effect on staff wellbeing. Identify and implement controls. Ensure staff are aware of the risk assessment findings and trained in the use of controls measures.
- Monitor health and safety compliance arrangements and take action where there are concerns.
- Include health and safety in regular management team meetings.
- Lead by example, monitor and enforce health and safety compliance of staff.
- Wear/use personal protective equipment where issued and instructed and appropriate to do so, including lone working devices, stab vests and body worn video when conducting visits.
- Report any accident/incidents/hazards/near misses to the corporate Health and Safety team and line manager.

5. Promotion of Corporate Values

- To ensure that customer care is maintained to the agreed standards according to the council's values. To ensure that a high level of confidentiality is maintained in all aspects of work. Our values:

Caring / Learning to Improve / Inclusive / Collaboration

6. Flexibility

- In order to deliver the service effectively, a degree of flexibility is needed and the post-holder may be required to perform work not specifically referred to above. Such duties, however, will fall within the scope of the post, at the appropriate grade.

7. The Council's Commitment to Equality

- To deliver the council's commitment to equality of opportunity in the provision of services. All staff are expected to promote equality in the workplace and in the services the council delivers.

Person Specification

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Criteria	Essential/Desirable	Assessed by:
Professional Membership/Qualification		
A degree level of education to enable effective verbal and written communications and undertaking of work of a detailed and complex nature. And / Or Three years demonstrable professional experience in the relevant specialism	Desirable	Application
Experience & Knowledge		
Existing technical knowledge of Environmental Health / Licensing / legislation and or the ability to develop technical knowledge in a specific area.	Essential	Application/Interview
Experience of taking enforcement action.	Essential	Application/Interview
Excellent interpersonal and negotiation skills and able to communicate clearly both verbally and in writing with a wide range of contacts and to deal with difficult or complex issues	Essential	Application/Interview
Ability to accurately draft legal documents	Essential	Application/Interview
Skill & Ability		
Competent user of Microsoft Office specifically Word, Excel, PowerPoint, and Outlook.	Essential	Application/Interview
Ability to accurately record data using specialist data management systems	Essential	Application/Interview
Is self-motivated and able to work under pressure to meet deadlines and targets whilst producing work to a high standard.	Essential	Application/Interview

Adaptable, has as a flexible attitude and can adjust to change in tasks at short notice.	Essential	Application/Interview
Able to progress sometimes complex cases in a timely manner accurately and in accordance with the relevant legislation and guidelines.	Essential	Application/Interview
The ability to provide accurate, comprehensive and efficient technical support	Desirable	Application/Interview
Excellent interpersonal and negotiation skills and able to communicate clearly both verbally and in writing with a wide range of contacts and to deal with difficult or complex issues	Essential	Application/Interview
Ability to plan and prioritise workloads with a minimum of supervision and achieve regular and consistent outputs and performance targets	Essential	Application/Interview
Values & Behaviours		
Caring		
Integrity- I work with candidates and colleagues in a way that builds trust.	Essential	Application/Interview
Empathy- I say “thank you” and “well done” where appropriate, and take time to ‘check in’ to see if the people I work with are ok	Essential	Application/Interview
Support- I support my colleagues to deliver excellent services. I focus on resolving any issues and capturing lessons learnt	Essential	Application/Interview
Learning to Improve		
Insight- I regularly rely on evidence and professional standards to support my work and decision making.	Essential	Application/Interview
Agile- I am fully empowered to act within the scope of my role	Essential	Application/Interview
Growth Mindset- I take responsibility for my own personal development, growth and learning and support others with their learning and development where I can	Essential	Application/Interview
Inclusive		
Personal Responsibility- I am curious about what is important to others around diversity. I reflect and act upon this curiosity to improve my own understanding	Essential	Application/Interview
Engage with discomfort- I am open to and reflect on what makes me uncomfortable and use my engagement with others to challenge myself and constructively challenge others	Essential	Application/Interview

Champion Diversity- I recognise the advantages and importance of equality, diversity and inclusion in delivering outcomes for residents, and take an active role to ensure they are implemented and integrated in everything I do.	Essential	Application/Interview
Collaborative		
One Team- I actively and purposefully build my network of relationships with people across the Council and with partners. I proactively seek feedback and evidence as a way of learning from and improving the way I work with others	Desirable	Application/Interview
Accountable- I accept responsibility for my own actions and decisions, and demonstrate commitment to ensuring these align to what is best for Barnet	Essential	Application/Interview
Outcomes Focused- I adapt my way of working to best suit the outcome we are trying to achieve within the scope of my role and professional standards	Essential	Application/Interview