

## Role Description and Employee Specification

We deliver great services to local communities on behalf of their local council. We are owned by the Councils and not shareholders, so we know our priorities and have strong values. At Publica we put people and our communities at the centre of everything.

<b>Job title:</b>	Senior Officer (PSH)	<b>Location:</b>	Coleford
<b>Department:</b>	Environmental Health	<b>Service:</b>	Resident Services
<b>Reports to:</b>	Principal Officer	<b>Working Hours:</b>	37 hours per week
<b>Job group:</b>	Specialist - Level 2	<b>Peer group no:</b>	PGI2
<b>Business World Post number:</b>	TBC	<b>Direct Reports (if applicable):</b>	N/A
<b>FTE Salary pro rata:</b>	£38,363 - £43,211	<b>Contract type:</b>	Permanent

<b>Main purpose of this specific role:</b>	Manage and execute statutory duties related to private sector housing, caravan and campsite licensing and public health.
<b>Main requirements of this specific role:</b>	<p>You will be:</p> <ul style="list-style-type: none"> <li>• a specialist lead officer in Private Sector Housing, HMO, caravan and campsite licensing,</li> <li>• dealing with residential housing service requests and issues of public health.</li> <li>• responsible for policy and procedure development,</li> <li>• providing expert advice and guidance throughout our organisation from an Environmental Health perspective, reviewing and making recommendations on consultations,</li> </ul>

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	<ul style="list-style-type: none"> <li>investigating complex issues, representing the service at court and hearings, tribunals and committees.</li> <li>reviewing and making recommendations on reports and to provide regulatory expertise in the monitoring of compliance with conditions.</li> </ul>
<b>Essential qualifications/skills/experience specific to this role:</b>	<ul style="list-style-type: none"> <li>Relevant degree in Environmental Health or related qualification.</li> <li>GCSE Maths and English or equivalent to grade C/4 or higher</li> <li>Experience of working flexibly as part of a team and collaborating with colleagues and stakeholders</li> <li>Experience of being involved in continuously improving services and developing products to meet customer need</li> <li>Ability to remain calm and confident when dealing with challenging customers and environments</li> <li>Ability to resolve complex issues by negotiation</li> <li>Deliver commitments and take ownership of own caseload, reshaping of plans to deliver required outcomes</li> <li>Demonstrate commitment and resilience to succeed</li> <li>Ability to work independently under pressure and within tight deadlines</li> <li>Excellent written and verbal communication skills</li> <li>Competent in using a range of technology and software packages, including Microsoft and Google</li> </ul>
<b>Desirable Requirements Qualifications, Skills and Abilities:</b>	<ul style="list-style-type: none"> <li>Relevant recognised academic or professional qualification</li> <li>Knowledge, understanding or experience of project management</li> <li>Membership of a relevant professional body</li> </ul>
<b>Generic Job Profile:</b>	
<b>Main Purpose of a role within this job group :</b>	<p>The purpose of this role is to:</p> <ul style="list-style-type: none"> <li>Provide technical expertise, advice and direction to internal and external customers when solving problems or managing risks</li> <li>Apply a high level of expert knowledge within a technical area of expertise and manage sensitive, open ended and complex case or project based work</li> </ul>

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<p><b>Key Responsibilities of a role within this job group:</b></p>	<ul style="list-style-type: none"> <li>● Use detailed, technical knowledge within the subject matter to objectively analyse situations and make decisions that meet the needs of all stakeholders with limited guidance and direction</li> <li>● Working in a multi-disciplinary team on technical cases and projects to a highly efficient and effective standard</li> <li>● Be responsible for small projects or input into large projects</li> <li>● Maintain a detailed understanding of appropriate legislation, policy, procedure and guidelines and make informed assessments, advise stakeholders and take action</li> <li>● Ability to interpret and find solutions to ambiguous and partial information</li> <li>● Play an integral role in innovating products and continuously improving services</li> <li>● Act as a lead technical advisor within the relevant service area</li> <li>● Mentor and train colleagues</li> <li>● Carry out duties with discretion, integrity and maintain confidentiality</li> <li>● Deliver commitments and take ownership of own caseload, reshaping of plans to deliver required outcomes</li> <li>● Ensure that issues and problems are effectively mitigated and solutions developed which meet customer needs</li> <li>● Ensure all relevant customer and company information is captured and recorded accurately</li> <li>● Understand and demonstrate commitment in delivering the key performance indicators within the function</li> <li>● Undertake any other duties as reasonably required to do so</li> </ul>
<p><b>General Accountabilities:</b></p>	<ul style="list-style-type: none"> <li>● The post holder is responsible for maintaining a safe working environment and ensuring, as is reasonably practicable, that safe working practices are adopted by employees within this work environment</li> <li>● Work in compliance with the Codes of Conduct, Regulations and policies of Publica</li> <li>● To support the response to a major incident, including taking up a designated role within the emergency management framework</li> </ul>
<p><b>Special Conditions:</b></p>	<ul style="list-style-type: none"> <li>● There may be a requirement to work at other Publica Group (Support) Ltd and/or client locations to meet the needs of the business</li> <li>● You will be expected to work reasonable additional hours in line with the needs of the service</li> <li>● Full UK Driving License</li> <li>● Ability to travel/ access to a vehicle for work purposes</li> </ul>
<p>August 2024</p>	

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<b>Date reviewed:</b>	
<b>Reviewed by:</b>	Phil Measures
<b>Manager job title:</b>	Service Lead
<b>Date of issue:</b>	August 2024
<b>Checked HRBP:</b>	Kathryn Dowell