

Job Description



Job Title: Student Environmental Health Officer (Apprenticeship)	Service Area: Licensing and Regulatory Services Health & Safety	
Directorate: Environment and Sustainable Transport	Post Number: 10021939	Evaluation Number: 5975
Pay: Apprentice grade (Scale 5 - £32,535 - £33,987)	Date last updated: June 2020	

EQUALITY AND DIVERSITY

We are committed to and champion equality and diversity in all aspects of employment with the London Borough of Newham. All employees are expected to understand and promote our Equality and Diversity Policy in the course of their work.

PROTECTING OUR STAFF AND SERVICES

Adherence to Health and Safety requirements and proper risk management is required from all employees in so far as is relevant to their role. All employees are expected to understand and promote good Health and Safety practices and manage risks appropriately.

General description of role

The post requires the post holder to study for a degree in Environmental Health (Apprenticeship) BSc (Honours) course with Middlesex University London (or other approved academic institution), whilst also working as an apprentice covering all aspects of Environmental Health practice. This is a 4-year degree programme and upon successful completion would give the post holder the opportunity to gain chartered status as an Environmental Health Practitioner.

Commitment to personal learning

To successfully complete the Apprenticeship, not only must the apprentice meet the performance standards required, but individuals must also meet the off-the job learning requirements.

Responsibilities include:

- learning and developing practical skills,
- participating in classes and workshops on and offsite,
- observing all employee processes and procedures,

- completing tests and assignments
- delivering presentations to colleagues and other stakeholders.

You should be well-organised, flexible, and willing to assist wherever possible.

Overall Purpose of Job

- Successfully obtain a place at Middlesex University London on the Environmental Health (Apprenticeship) BSc (Honours) course (commencing September 2026). Once accepted undertake the programme of study over the full 4 years of the degree which would be through a mix of taught and independent learning.
- On days and periods where there are no taught (formal) classes at the University or programmed study periods, undertake work in the Licensing & Regulatory Service and or in the agreed Environmental Health service areas to develop the taught knowledge of the degree and to learn the practical skills of an Environmental Health Practitioner.
- To contribute to the service objectives of the Council's Environment and Sustainable Transport Division and specifically to the objectives of Licensing and Regulatory Services.
- To improve the quality, safety and choice of residential accommodation in Newham. Provide an excellent service to owners, occupiers and tenants in all tenures through action in a range of intervention strategies, including enforcement, education and advice.

Job Context

1. The post holder reports to the appropriate Team Manager, Principal Officer or Senior Officer in the Team.
2. The post holder may be required to work evenings, weekends and occasional public holidays in order to meet service requirements. He/she will also be expected to work remotely in the field or at any suitable office location.
3. To regularly attend University as required to successfully complete a programme of study and achieve the relevant academic award within the time frame required.

Key Tasks and Accountabilities

Key tasks and accountabilities are intended to be a guide to the range and level of work expected of the post holder. This is not an exhaustive list of all tasks that may fall to the post holder and employees will be expected to carry out such other reasonable duties which may be required from time to time.

1. To participate in Environmental Health related operations and/or projects to ensure that various technical functions and associated work are performed effectively to service objectives.
2. To fully inform the service and supervising officer of all periods of study and practical work required by the University and maintain details and records of all activity relating to academic study and practical training.
3. To follow the guidance and instruction of any student mentor or supervisor in relation to work carried out within the Council and attend regular meeting or sessions regarding personal development and academic progress.
4. Comply fully with any study requirement of the University and provide evidence as required of satisfactory progress.
5. To follow procedures, protocols and guidance for the team or group on technical issues and service delivery matters.
6. To report to the Team Manager or Lead on all appropriate matters concerning the activities, duties, responsibilities of work area within the team.
7. To undertake appropriate training and /or study for personal or professional development and contribute to knowledge sharing initiatives and programmes.
8. To assist in the investigation of Environmental Health cases involving technical and regulatory standards, Food standards and safety, Health and Safety, Public Health, nuisance and Licensing.
9. Assist and support other members in the Food Safety, Commercial Environmental Health and Health & Safety Team and members in the Environmental Health service areas to deliver services including, public health, housing and pollution depending on relevant stage of knowledge and experience and subject to service requirement.
10. Assist and support other members of the team and progress to undertake independent proactive and reactive inspections, compliance visits, investigations, survey, sampling and interventions in residential and commercial premises and the wider environment as directed by other officers.
11. As knowledge and competency develops, undertake independently a case load of reactive work including responding to and investigating complaints, as well as proactive project work and educational activities where required. In all cases responding within the corporate timescales.
12. As knowledge and competency develops, advise and assist clients in relation to housing matters, relevant legal provisions, public health issues and best practice recommendations for housing and environmental health issues, property licensing, homelessness and evictions.
13. To analyse and interpret data and information and implement decisions on a broad range of activities across the service area, as directed by other officers.

14. Prepare, draft and serve statutory Notices, Orders and documents; supervise contractors and other third-party providers in relation to the delivery of repairs, works and other housing services.
15. To inform and update relevant parties in all cases and maintain up to date case records using a variety of methods including face-to-face, via telephone, email, video/conference call and in writing.
16. To process technical and other data held electronically and assist with the development of the business process and activity reports concerned with outputs and performance indicators.
17. Understand the appropriate ICT systems for business improvement and always promote data quality and integrity in accordance with regulations.
18. To assist in the inspection and survey of buildings and land including the preparation of schedules of work, defects, plans, priced specifications, energy audits and the use of risk assessment techniques and equipment.
19. To investigate service requests in relation to technical or legal housing matters. Serve documents, collect samples or equipment and revisit homes/sites to check compliance. Take the appropriate action having regard to service policy and procedure, corporate objectives and performance standards.
20. Gather evidence under statutory guidelines for the purposes of civil and criminal proceedings in courts and tribunals including prosecutions, debt recovery and compensation claims.
21. Contribute to the production of guidance protocols and advice notes on technical and legal aspects of private sector housing law, administration and practice.
22. To act in matters of housing law and administration as it relates to the Council's duties and responsibilities.
23. To actively promote effective communication both inside and outside the team through meetings, briefings and other media. To prepare and present accurate written and/or verbal reports, briefings and presentations to senior managers.
24. To be flexible, able to cover more than one service area at any time and take on new duties and responsibilities.
25. To maintain relationships with internal and external partners and stakeholders particularly service users to ensure the delivery of key outputs and performance indicators.
26. To actively contribute to work patterns and participate within team structures to ensure continuous business improvement, motivate colleagues and improve team working.

27. Have an understanding of customer care and the service needs of clients to ensure the delivery of high quality customer service.
28. To ensure that adequate records and databases are maintained including statutory registers to enable the efficient operation of the work of the team and assist with the timely production of information and performance indicators.
29. Work outside of normal office hours, early morning/late evening/weekends when necessary, for the effective performance of duties. This will include independent study and completion of all courses and assessments as required for the degree programme.
30. Ensure effective and consistent service delivery having regard to customer care and the Council's equality objectives following the requirements of the management team of the group.
31. To comply with Data Protection and Freedom of Information Act legislation and associated regulations and guidance.

NB: Some of the activities above may involve work in confined spaces, on ladders or other environments where health and safety may be compromised.

Person Specification

Job Title:	Service Area:
Apprentice Environmental Health Officer (Apprenticeship)	Licensing & Regulatory Services Health & Safety Team
Directorate Environment & sustainable Transport	Job Numbers: 10021939
Pay: Apprentice grade (Scale 5 - £32,535 - £33,987)	Date last updated: June 2021

IMPORTANT INFORMATION FOR APPLICANTS

The criteria listed in this Person Specification are all essential to the job. Where the Method of Assessment is stated to be the Application Form, your application needs to demonstrate clearly and concisely how you meet each of the criteria, even if other methods of assessment are also shown. If you do not address these criteria fully, or if we do not consider that you meet them, you will not be shortlisted. Please give specific examples wherever possible.

CRITERIA	METHOD OF ASSESSMENT
EQUALITY AND DIVERSITY	
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PROTECTING OUR STAFF AND SERVICES	
Adherence to Health and Safety requirements and proper risk management is required from all employees in so far as is relevant to their role. All employees are expected to understand and promote good Health and Safety practices and manage risks appropriately.	
KNOWLEDGE	
1. An understanding of the nature and scope of environmental health work within local government context including enforcement and regulatory functions, the application of all relevant legal and practical principles.	Application form/Interview/Test
	Application form/Interview

2. Some knowledge of the main functions of a local authority public health and environmental health functions. 3. An understanding of carrying out inspections, investigations or dealing with complaints. 4. An understanding of the Council's Vision and corporate aims for the service. QUALIFICATIONS 5. Grade 4/C or above in English and Maths GCSE (or other level 2 equivalent). 6. 96 UCAS points (typically at least grades CCC at A – Level or Level 3 equivalent) with a minimum of one science or technology-based subject i.e. Chemistry, Biology, Human Biology, Physics, Geography, Geology, Environmental Science, Nutrition, Food Science or similar. 7. Relevant or prior experiential learning may also be considered as an alternative but would be subject to agreement with the University.	Application form/Interview/Test Application form/Interview/Test Application form Application form Application form
EXPERIENCE: 8. Experience of providing advice and assistance to customers and clients. 9. Experience of working in a team to provide a service. 10. Experience of writing reports and documents within a given deadline.	Application form/Interview Application form/Interview Application form/Interview
SKILLS AND ABILITIES: 11. Ability to work in and contribute to the organisation of the team. 12. High degree of literacy and numeracy skills. 13. Ability to support and assist colleagues in resolving cases. 14. Ability to implement change.	Application form/Interview Application/Interview/Test Interview Interview

15. Ability to communicate effectively at all levels in a clear and concise manner. 16. Ability to manage workload and casework to timescales and agreed outcomes. 17. Willingness to investigate service requests, identify risks, defects, issues and apply correct legal and technical remedies. 18. Ability to use databases and understand and interpret electronic information accurately. 19. Ability to build effective and productive working relationships with colleagues and partners at all levels. 20. Ability to work flexibly within a team. 21. Ability to support team development. 22. Ability to take appropriate action to improve the service and make decisions within area of competency. 23. Ability to use equipment and IT applications	Application/Interview Application/Interview Interview Application form/Interview Interview Application form/Interview Interview Interview Application/Interview
PERSONAL STYLE AND BEHAVIOUR: 24. Commitment to achieving equal opportunities in both employment and service delivery. 25. Willingness to make well-informed decisions. 26. Commitment to delivering an effective, improving and high quality service. 27. Makes positive contribution in all aspects of work. 28. Champion a learning culture with an understanding of different learning styles. 29. Effective interpersonal skills with excellent communication ability.	Interview Application form/Interview Interview Interview Application form/Interview Application form/Interview
OTHER SPECIAL REQUIRMENTS: 30. The post holder will be required to work at various locations starting early mornings, or late evenings,	

weekends and occasional public holidays on a regular basis in order to meet service requirements. However, they will also be entitled to flexible work outside of the corporate core hours.	Application form/Interview
31. The Post holder will also be required to take and pass other internal and external environmental health training courses, as required. 32. This post is subject to an enhanced DBS check. 33. This post is exempt from The Rehabilitation of Offenders Act (1974).	Application form/Interview