**Manchester City Council**

**Role Profile**

**Food, Health & Safety Officer, Grade 8**

**Food Safety/Health & Safety/Airport Service, Neighbourhoods Directorate**

**Reports to: Food, Health and Safety Principal Officer**

**Job Family: Compliance and Regulation**

**Key Role Descriptors**

The role holder will be responsible for the delivery of an effective, high quality operational, inspection, compliance and regulation service through the provision of detailed technical regulatory knowledge in order to protect the health, safety and wellbeing of Manchester residents.

 The role holder will effectively liaise and engage with customers and stakeholders and ensure quality customer focused services are delivered within performance and quality targets.

The role holder will provide professional consultation, support and guidance for team members, colleagues and external stakeholders to assist in professional decision making and approve specific decisions in relation to the implementation, enforcement and translation of statutory regulations, legislation and national guidelines.

There may also be future opportunities to undertake Food Safety duties at our busy Border Control Posts located within Manchester Airport. This rota work attracts a 6.7% flexibility payment, a stand-by payment and essential car allowance.

**Key Accountabilities**

Provide effective management, coordination and direction of a compliance and regulation function ensuring adherence through a variety of interventions whilst communicating the authority’s vision, corporate values, aims and objectives.

Develop and administer thorough investigative procedures and regulatory protocols.

Identify and support the implementation of change and improvements in support of organisational and compliance and regulation strategies.

Effectively develop, manage, and quality control multi-agency referral processes to ensure excellence and effectiveness in targeted service delivery.

Roles at this level may be required to undertake management duties, either through direct line management of a team (including appraisals, performance management and other duties) or through matrix management of a virtual team of officers.

Maintain competence in subject matter specialism, undertaking research and information gathering to ensure Council adopts and maintains best practice in areas of specialism, providing ad hoc advice as required.

Develop and deliver process improvement plans and strategies in accordance with agreed time, quality, budget and other performance criteria within the Council.

Ensure that the team work within statutory guidelines and maintain relationships with other teams to ensure the highest standard of service delivery.

Monitor and evaluate service delivery to ensure that performance targets are met and review strategies and procedures as appropriate, aligning them with customer demand and feedback to continually enhance the service.

Personal commitment to continuous self development and service improvement.

Through personal example, open commitment and clear action, ensure diversity is positively valued, resulting in equal access and treatment in employment, service delivery and communications.

**Where the role holder is disabled, every effort will be made to supply all necessary aids, adaptations or equipment to allow them to carry out all duties of the job. If, however, a certain task proves to be unachievable, job redesign will be given full consideration.**

**Role Portfolio:**

The role is based within the Community Safety, Compliance and Enforcement service which sits within the Neighbourhoods Directorate. The service brings together enforcement and compliance resources and expertise into one team alongside community safety and civil contingencies.

The Food Safety/Health & Safety/Airport team carries out regulatory work across the breadth of Food Safety, Health & Safety and Imported Food disciplines. This includes undertaking food hygiene and standards inspections and delivering the full range of official controls including food sampling. Investigating food safety and health and safety at work complaints, foodborne infection outbreaks and accidents and fatalities in the workplace. Undertaking imported food controls on consignments at a Border Inspection Post at Manchester Airport and port health responsibilities.

The purpose of the role is: -

* Inspection and audit of Food Businesses to assess against Food Hygiene and Food Standards legal requirements including issuing published food hygiene ratings to business. Using the full range of official controls and taking enforcement action including prosecutions against non-compliant premises
* Sampling of Imported Foods at Manchester Airport for safety/ fitness for human consumption and checking import documentation
* Investigation of food poisoning and infectious disease outbreaks, understanding complex food supply chains, sampling and understanding technical results, determining appropriate enforcement action and contributing to coroner investigations
* Investigation of workplace accidents (including fatalities), health and safety complaints and carrying out programmed health and safety at work inspections
* Provision of advice to businesses, Primary Authority partners and customers
* Attendance at professional panels and providing training for internal colleagues and external partners and businesses
* Identifying emerging threats relevant to the service and contributing to service planning
* Understand the limits of own ability and when to seek advice from others
* Developing effective partnership working relationships and overcome resourcing and procedural barriers to deliver effective multi-agency projects and operations
* Taking responsibility for own continuing professional development and ensuring suitable records of competency are kept up to date
* Contributing to the environmental health service in leading and collaborating with the wider public health agenda and the health, safety and wellbeing of local communities

**Key Behaviours, Skills and Technical Requirements**

**Our Manchester Behaviours**

* We are proud and passionate about Manchester
* We take time to listen and understand
* We ‘own it’ and we’re not afraid to try new things
* We work together and trust each other
* We show that we value our differences and treat people fairly

**Generic Skills**

**Communication Skills:** Writes convincingly and clearly, succinctly and correctly, avoids the unnecessary use of jargon or complicated language; writes in a well structured and logical way and structures information to meet the needs and understanding of the intended audience.

Ability to advise others and deal with sensitive issues in difficult situations inside and outside own area, negotiating riskier demands.

**Analytical Skills:** Skills to analyse a wide range of data and other sources of information to break them down into component parts, patterns and relationships; probes for further understanding of problems and makes rational judgements from the available information and analysis demonstrating and understanding of how one issue may be part of a much larger system/issue.

Ability to absorb, understand and quickly assimilate complex information and concepts and compare information from a number of different sources.

**Planning & Organising:** Excellent time management skills, creating own work schedules, prioritising, preparing in advance and setting realistic timescales for own self and others. Has the ability to visualise a sequence of actions needed to achieve a specific goal and how to estimate the resources required.

**Problem Solving & Decision Making:** Strong decision making skills with the ability to resolve complex issuesin a pressurised environment.

**Creative Skills:** Ability to find creative solutions where there are no existing parameters or procedural framework.

**ICT Skills:** Ability to use multiple applications, systems and associated software packages.

**Technical Requirements (Role Specific)**

* EHRB registered Environmental Health Officer/ Registered Environmental Health Practitioner/Chartered Environmental Health Practitioner with experience of food enforcement and to have maintained their competencies.

Exceptional Environmental Health graduates/apprentices or very soon to be registered/chartered officers will be considered on development roles.

* An understanding of legislation relevant to enforcement in Food and Health & Safety and a practical approach to its application. A good understanding of the UK legal system is required including a detailed understanding of a large number of Acts, regulations, guidance and codes of practice. An ability to clearly communicate requirements to businesses.
* Must be familiar with applying a Corporate Enforcement Policy and the Regulators Code, understand enforcement procedures including preparation of prosecution case files, Police and Criminal Evidence Act (PACE) interview processes, Regulation of Investigatory Powers Act, Data Protection Act, General Data Protection Regulations and giving evidence in court.
* Willing to consent to and apply for an enhanced disclosure check.