**Manchester City Council**

**Role Profile**

**Food, Health & Safety & Airport Technical Officer, Grade 7**

**Food, Health & Safety & Airport Team, Neighbourhoods Directorate**

**Reports to: Principal Food & Health & Safety Officer**

**Job Family: Compliance and Regulation**

**Key Role Descriptors**

The role holder will contribute to the delivery of a high quality service through the provision of detailed technical regulatory knowledge including interpretation, translation and enforcement of all relevant legislation.

The role holder will develop and administer thorough investigative procedures and regulatory protocols ensuring that the health, safety and well-being of people is prioritised and safeguarded.

The role holder will provide support in continuous improvement in service delivery.

**Key Accountabilities**

Provide sound advice and guidance to stakeholders with regards to enforcing standards and regulating community activity, using a wide range of compliance and regulation knowledge to realise sustainable solutions.

Deliver Manchester City Council’s statutory enforcement obligations and where necessary liaise with other Council departments or relevant bodies.

Ensure that all requests are dealt within designated timescales and quality standards and that activity is proportionate, effective, has impact, long lasting and delivered to a high standard.

Ensure the provision of high level and often complex support to internal and external customers and stakeholders, upholding excellent standards of customer service.

Maintain competence in subject matter specialism, undertaking research and information gathering to ensure Council adopts and maintains best practice in areas of specialism.

Take full responsibility for the quality of data ensuring the recording of information is timely, accurate and complete.

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.

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 sits within the Compliance and Enforcement Service and 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 technical officer 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. Taking enforcement action including prosecutions against non-compliant premises, detention/seizure of foods etc
* Leading and implementing sampling regimes and carrying out food and surface sampling at food premises. Provide support and advice on sampling to other officers in the team
* Lead on the inspection of premises required to be registered for ear piercing, tattooing/accupuncture etc.
* Processing of Export Health Certificates.
* Dealing with a range of service requests
* Supporting the team with project work as required.
* Understand the limits of own ability and when to seek advice from others
* Supporting EHO’s/EHP’s in the team where required including potentially at the Border Control Post at Manchester Airport.
* Developing effective partnership working relationships and overcome resourcing and procedural barriers to deliver effective multi-agency projects and operations.
* Providing training for internal colleagues and external partners and businesses.
* Identifying emerging threats relevant to the service and contributing to service planning.
* Taking responsibility for own continuing professional development and ensuring suitable records of competency are kept up to date.
* Occasional working in the evening and weekend is required to ensure effective service delivery.
* The role will mainly be based in Manchester, but there will be a requirement to work one day a week from another Greater Manchester Location as part of the Greater Manchester Regulatory Centre of Excellence. Hybrid working options are in place so you can blend working at home, with office locations and on-site visits.

**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.Is able to effectively transfer key and complex information to all levels of staff, adapting the style of communication as necessary and ensuring that this information is understood.
* **Analytical Skills:** 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:** Ability to formulate independently a range of options for new or unfamiliar situations and to select the appropriate course of action to produce a logical, practical and acceptable solution. An ability to make independent decisions of a relatively uniform nature.
* **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)**

* Hold an Environmental Health Degree (BSc) or Master’s degree (MSc) and a willingness to work towards a range of food safety competencies set out in the Food Law Code of Practice'. Support will be provided to those candidates who wish to enrol to complete a professional qualification leading to CIEH Registered Environmental Health Practitioner status.
* Have knowledge of (or willingness to learn) the Corporate Enforcement Policy and the Regulators Code, 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.
* An understanding of (or willingness to learn) legislation relevant to enforcement in Food Safety and areas of Health and 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.
* Willing to consent to and apply for an enhanced disclosure check.