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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.

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Job title:	Regulatory Support Officer (Environmental Health)	Location:	West Oxfordshire
Department:	Environment, Wellbeing and Revenues Service	Service:	Resident Services
Reports to:	Principal Lead (Environmental Protection)	Working Hours:	37
Job group:	Case/Field Worker - Level I	Peer group no:	PG-C6
Business World Post number:		Direct Reports (if applicable):	N/A
FTE Salary:	(£26,939 – (£28,074 Per Annum (Plus pay award)	Contract type:	12 Months fixed term contract, Maternity cover

Main purpose of this specific role:	Support service delivery across the specialism of Environmental Protection.
Main requirements of this role:	<ul style="list-style-type: none"> • Ability to undertake field visits/investigations across multiple sites if required. • Information gathering following triage, to include initial customer contact, case assessment and/or review. • Site visits to support Officer/Senior/Principal investigations. • Assist Officers with HMO licensing applications / Caravan site licence application processing and site visits. • Private Water Supply sampling, following up on risk assessment recommendations and supply failures. • Confirmation of Private Water Supply details

	<ul style="list-style-type: none"> • Maintaining notice register for Private Water Supplies. • Investigation/visits of Enviro-crimes. • Monthly replacement of diffusion tubes for air quality monitoring. • Pest control/nuisance, assisting officers with their investigations. • Noise monitoring equipment set up and collection and advice on the use of the Noise App. • Petrol Vapour Recovery process inspections. • To support Officers in their regulatory work around Public Health burials. • To assist Officers in their Caravan and campsite site inspections. • Periodic website review and update.
Essential qualifications/skills/ experience specific to this role:	<ul style="list-style-type: none"> • A minimum of 5 qualifications equivalent to NVQ level 2 or GCSE at Grade C/4 or above, must include Maths and English. • Ability to build customer relationships. • Ability to remain calm and confident when dealing with challenging customers and environments. • Ability to resolve routine issues by negotiation. • Maintain accurate and up to date records. • Demonstrate commitment and resilience to succeed. • Excellent written and verbal communication skills. • Good time management and work planning skills. • Able to work effectively with others in the team. • Competent in using a range of technology and software packages, including Microsoft and Google.
Desirable Requirements Qualifications, Skills and Abilities:	<ul style="list-style-type: none"> • Relevant recognised qualification • Knowledge and experience of working in a public sector organisation. • Experience of working within and Environmental Protection Services. • Experience of using Uniform Idox.

	Generic Job Profile:
Main Purpose of a role within this job group:	<p>The purpose of this role is to:</p> <ul style="list-style-type: none"> • Take ownership of customer cases, including consultation with relevant subject matter experts. • To escalate to the relevant expert as and when necessary. • Undertake site visits if/when required.
Key Responsibilities of a role within this job group:	<ul style="list-style-type: none"> • Deal with routine service requests, which may relate to a specific functional area across the organisation and/or externally. • Work within relevant legislation, prescribed policy, procedures and guidelines • Escalate to technical colleagues when necessary. • Ensure all relevant customer and company information is captured and recorded accurately. • Manage workload in order to meet the demands and targets within the function • Carry out duties with discretion, integrity and maintain confidentiality. • Undertake any other duties as reasonably required to do so commensurate to the job group of the role.
General Accountabilities:	<ul style="list-style-type: none"> • The post holder is responsible for maintaining a safe working environment and ensuring as far as reasonably practicable that safe working practices are adopted by employees within this work environment. • Work in compliance with the Codes of Conduct, Regulations and policies of Publica. • To support the response to a major incident, including taking up a designated role within the emergency management framework.
Special Conditions:	<ul style="list-style-type: none"> • There may be a requirement to work at other Publica Group (Support) Ltd and/or client locations to meet the needs of the business. • You will be expected to work reasonable additional hours in line with the needs of the service. • Full UK Driving Licence. • Ability to travel/ access to a vehicle for work purposes.
Date reviewed:	21 st August 2025
Reviewed by:	Philip Measures
Manager job title:	Service Leader, Environmental Protection.

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Date of issue:		
Checked HRBP:	Jenny Wells	21 st August 2025