

## 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>	Regulatory Support Officer	<b>Location:</b>	Cirencester
<b>Department:</b>	Environmental Health	<b>Service:</b>	Food Health and Safety
<b>Reports to:</b>	Service leader – Food Health and safety	<b>Working Hours:</b>	37
<b>Job group:</b>	Case/Field Worker - Level 1	<b>Peer group no:</b>	PGC6
<b>Business World Post number:</b>	TBA	<b>Direct Reports (if applicable):</b>	N/A
<b>FTE Salary:</b>	£27,801 - £28,954	<b>Contract type:</b>	Permanent

<b>Main purpose of this specific role:</b>	To deal with low-risk investigations and provide support to the Food Health and Safety Team to ensure compliance with legislation and guidance.
<b>Main requirements of this role:</b>	<ul style="list-style-type: none"> <li>• triage complaints and requests for advice from businesses, members of the public and other authorities.</li> <li>• collect food samples to be sent for microbiological analysis.</li> <li>• complete food hygiene assessments at low-risk food businesses.</li> <li>• Gather information and provide education and advice to businesses.</li> <li>• Follow protocols to process and investigate infectious disease notifications.</li> <li>• Work with partners to provide consistency, advice, and a coordinated approach.</li> <li>• Undertake project work to improve the service.</li> </ul>

<b>Essential qualifications/skills /experience specific to this role:</b>	<ul style="list-style-type: none"> <li>• A minimum of 5 qualifications equivalent to NVQ level 2 or GCSE at Grade C/4 or above, must include Maths and English</li> <li>• Ability to build customer relationships</li> <li>• Experience in assessing routine situations and carrying out inspections when required</li> <li>• Ability to remain calm and confident when dealing with challenging customers and environments</li> <li>• Ability to resolve routine issues by negotiation</li> <li>• Maintain accurate and up to date records</li> <li>• Demonstrate commitment and resilience to succeed</li> <li>• Excellent written and verbal communication skills</li> <li>• Ability to manage time effectively</li> <li>• Competent in using a range of technology and software packages, including Microsoft and Google</li> <li>• Knowledge and an interest in Food and health safety</li> </ul>
<b>Desirable Requirements Qualifications, Skills and Abilities:</b>	<ul style="list-style-type: none"> <li>• Relevant recognised qualification</li> <li>• Knowledge and experience of working in a public sector organisation</li> </ul>
	<p><b>Generic Job Profile:</b></p> <p><b>Main Purpose of a role within this job group:</b></p> <p>The purpose of this role is to:</p> <ul style="list-style-type: none"> <li>• Take ownership of customer cases, including consultation with relevant subject matter experts</li> <li>• To escalate to the relevant expert as and when necessary</li> <li>• Manage and undertake site visits.</li> </ul>

<b>Key Responsibilities of a role within this job group:</b>	<ul style="list-style-type: none"> <li>Deal with routine service requests, which may relate to a specific functional area across the organisation and/or externally</li> <li>Work within relevant legislation, prescribed policy, procedures and guidelines</li> <li>Escalate to technical colleagues when necessary</li> <li>Ensure all relevant customer and company information is captured and recorded accurately</li> <li>Manage workload in order to meet the demands and targets within the function</li> <li>Carry out duties with discretion, integrity and maintain confidentiality</li> <li>Undertake any other duties as reasonably required to do so</li> </ul>
<b>General Accountabilities:</b>	<ul style="list-style-type: none"> <li>Safeguarding – The Council/Publica is committed to meeting its statutory and moral duties to safeguard and promote the welfare of children, young people under 18 years of age and adults at risk who are the recipients of its services and/or activities.</li> <li>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</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>
<b>Special Conditions:</b>	<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 drive throughout the Local Authority district.</li> </ul>
<b>Date reviewed:</b>	14/01/2026
<b>Reviewed by:</b>	Ruth Levett
<b>Manager job title:</b>	Food Health and Safety – Service Leader
<b>Date of issue:</b>	14/01/2026
<b>Checked HRBP:</b>	Jenny Wells
	14/01/2026