

# PUBLICA

## 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 (Environmental Health)	<b>Location:</b>	West Oxfordshire
<b>Department:</b>	Environment, Wellbeing and Revenues Service	<b>Service:</b>	Resident Services
<b>Reports to:</b>	Principal Lead (Environmental Protection)	<b>Working Hours:</b>	37
<b>Job group:</b>	Case/Field Worker - Level I	<b>Peer group no:</b>	PG-C6
<b>Business World Post number:</b>	TBC	<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 provide support service delivery in relation to Enviro-crime in West Oxfordshire.
<b>Main requirements of this role:</b>	<ul style="list-style-type: none"><li>• Deal with routine service requests, working within relevant legislation, prescribed policy, procedures and guideline.</li><li>• Ability to undertake field visits/investigations across multiple sites if required.</li><li>• Information gathering following triage, to include initial customer contact, case assessment and/or review.</li><li>• Site visits to support investigations.</li><li>• Maintain fixed penalty notice register for Enviro-crime.</li><li>• To support Officers in their regulatory work.</li><li>• Maintain Uniform and salesforce software databases, keeping accurate records, maintaining confidentiality.</li><li>• Periodic website review and update.</li></ul>

# PUBLICA

<p><b>Essential qualifications/skills/ experience specific to this role:</b></p>	<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>• 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>• Good time management and work planning skills.</li> <li>• Able to work effectively with others in the team.</li> <li>• Competent in using a range of technology and software packages, including Microsoft.</li> </ul>
<p><b>Desirable Requirements Qualifications, Skills and Abilities:</b></p>	<ul style="list-style-type: none"> <li>• Relevant recognised qualification</li> <li>• Knowledge and experience of working in a public sector organisation.</li> <li>• Experience of working within the field of Environmental Protection Services.</li> <li>• Knowledge of regulatory issues.</li> <li>• Experience of using Salesforce/ Uniform Idox.</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 colleagues.</li> <li>• To work closely with the Enviro-Crime Officer</li> <li>• To escalate to the relevant expert as and when necessary.</li> <li>• Undertake site visits if/when required.</li> </ul>

Commented [JW1]: Just checking - no knowledge of the legislation required?

# PUBLICA

<b>Key Responsibilities of a role within this job group:</b>	<ul style="list-style-type: none"> <li>• Deal with routine service requests relating to reports of Enviro-crime, which may relate to a 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 promptly and accurately.</li> <li>• Manage workload in order to meet the demands and targets</li> <li>• Carry out duties with discretion, integrity and maintain confidentiality.</li> <li>• Undertake any other duties as reasonably required to do so commensurate to the job group of the role.</li> </ul>
<b>General Accountabilities:</b>	<ul style="list-style-type: none"> <li>• Safeguarding – 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>• Complete all mandatory training to corporate deadlines.</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 Licence.</li> <li>• Ability to travel/ access to a vehicle for work purposes.</li> </ul>
<b>Date reviewed:</b>	1 April 2026
<b>Reviewed by:</b>	Paul Lankester, Phil Measures
<b>Manager job title:</b>	Principal Environmental Health Officer
<b>Date of issue:</b>	14 April 2026
<b>Checked HRBP:</b>	Jenny Wells   7 April 2026