

## 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>	Food, Health and Safety Officer	<b>Location:</b>	Cirencester
<b>Department:</b>	Environmental Health	<b>Service:</b>	Resident Services
<b>Reports to:</b>	Service Lead	<b>Working Hours:</b>	37 hours
<b>Job group:</b>	Case/Field Worker - Level 2	<b>Peer group no:</b>	PGI-14
<b>Business World Post number:</b>	880000362	<b>Direct Reports (if applicable):</b>	N/A
<b>FTE Salary pro rata:</b>	£33,901 - £35,836	<b>Contract type:</b>	Permanent

<b>Main purpose of this specific role:</b>	To undertake food hygiene & health and safety inspections, investigation of service requests, communicable diseases control, food poisoning outbreaks and accidents.
<b>Main requirements of this specific role:</b>	To work independently and within a team to complete your workload of proactive and reactive food and health and safety work, following legislation, codes of practice, guidance and local policies and procedures.
<b>Essential qualifications/skills/ experience specific to this role:</b>	<ul style="list-style-type: none"> <li>• Degree/Masters/Diploma in Environmental health or</li> <li>• Higher Certificate in Food Control and health and safety qualification</li> <li>• Ability to build customer relationships</li> <li>• Knowledge and experience in assessing complex situations and carrying out inspections</li> <li>• Ability to remain calm and confident when dealing with challenging customers and environments</li> <li>• Ability to resolve complex issues</li> <li>• Mentor and train colleagues</li> </ul>

	<ul style="list-style-type: none"> <li>• Maintain accurate and up to date records</li> <li>• Deliver commitments and take ownership of own caseload, reshaping of plans to deliver required outcomes</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> </ul>
<b>Desirable Requirements Qualifications, Skills and Abilities:</b>	<ul style="list-style-type: none"> <li>• Relevant recognised qualification</li> <li>• Experience working with internal/external customers, partners/clients and elected members</li> <li>• Knowledge, understanding or experience of project management</li> </ul>
	<b>Generic Job Profile:</b>
<b>Main Purpose of a role within this job group:</b>	<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>• Dealing with complex and / or specific service requests which may require co-ordinating / combining responses and expertise from a number of subject matter experts</li> <li>• Undertake site visits if/when required</li> <li>• Take ownership of complex or protracted cases and progress to resolution</li> </ul>
<b>Key Responsibilities of a role within this job group:</b>	<ul style="list-style-type: none"> <li>• Deal with complex service requests, which may require detailed knowledge of a specific functional area across the organisation and/or externally</li> <li>• Manage and resolve a range of case work or investigations to conclusion using detailed knowledge of the subject area and work within relevant legislation, prescribed policy, procedures and guidelines</li> <li>• Consult with technical colleagues as required</li> <li>• Maintain an understanding of appropriate legislation, policy, procedure, business requirements and guidelines</li> <li>• Ensure all relevant customer and company information is captured and recorded accurately</li> <li>• Planning and prioritising workloads in order to meet agreed short term objectives</li> <li>• Carry out duties with discretion, integrity and maintain confidentiality</li> </ul>

	<ul style="list-style-type: none"> <li>• Understand and demonstrate commitment in delivering the key performance indicators within the function</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>• 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 travel/ access to a vehicle for work purposes</li> </ul>
<b>Date reviewed:</b>	28.04.2025
<b>Reviewed by:</b>	Ruth Levett
<b>Manager job title:</b>	Service Leader
<b>Date of issue:</b>	28.04.25
<b>Checked HRBP:</b>	Name Jenny Wells
	Date June 2025