

# Job Summary

## Career /Linked Grade Post

### Career/Linked Grade Progression

Career/Linked grades are in place in some roles across the council to allow development and progression within the same job role. The job summaries should be written in a way that clearly shows the different levels required at each grade and what's required to enable the post holder to progress. All new appointments will be made to a grade based on the qualifications, experience, and the role and responsibility. The appointment offer will state that advancement to a higher grade is not automatic but is dependent upon review and successful performance.

The review will assess whether the employee has met all appropriate requirements of the existing post, as specified in the relevant Role Profile and shown proper motivation, conduct and standard of performance in respect of past and current duties and responsibilities. The postholder must have demonstrated that they are working at a higher level and meet the requirements of the relevant Role Profile.

Pay progression and appointments within the Career/Linked Grade will be subject to the conditions stated in Buckinghamshire Council Employment Conditions.

### GRADE 7 - 8

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|------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------|---------------------------------------------------|
| <b>Post Title</b>                        | Environmental Protection Officer (Reactive)                                                                                                                                                                                                                                                                                                                                                                                                                                         | <b>Pay Grade</b>                     | Grade 7                                           |
| <b>Directorate</b>                       | Communities                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | <b>Line Manager</b>                  | Environmental Protection Team Leader              |
| <b>Service Area</b>                      | Transport & Regulatory Services                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                                      |                                                   |
| <b>Post Number/s (for existing role)</b> | 91146797, 91146798, 91146799, 91155878                                                                                                                                                                                                                                                                                                                                                                                                                                              | <b>Work Location</b>                 | Across county – office base Aylesbury and Wycombe |
| <b>Work style</b>                        | Mobile                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | <b>Job Family &amp; Role Profile</b> | Regulatory & Compliance RC07O and RC08O           |
| <b>DBS Check Required?</b>               | NO                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                                      |                                                   |
| <b>Politically Restricted Post?</b>      | No<br><br><i>The Local Government and Housing Act 1989 prevents certain officers from taking part in political activities, such as holding office as a local councillor.<br/>           There are broadly two categories of restricted posts:<br/>           Posts which are 'specified' as per Section 2(1) of the LGHA 1989 and Posts which are 'sensitive', which means that they are politically restricted by virtue of the nature of the role, rather than the job title.</i> |                                      |                                                   |

| Job Purpose and Job Context                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
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| <p>To contribute to the Environmental Health Service’s objectives, ensuring the provision of an effective, consistent and high-quality service that is responsive to customer demands.</p> <p>To undertake investigations and required activity to achieve regulatory compliance ranging from informal advice to formal action and prosecution in accordance with Codes of Practices, guidance and appropriate policies.</p> <p>The post holder will work proactively with the management team to implement changes and bring about improvements in overall service delivery.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| Main Responsibilities and Duties                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| <p>This section should outline key outputs of the role and should provide some specific examples of role profile accountability.</p> <ul style="list-style-type: none"> <li>• To undertake investigations, prosecutions and regulatory action as necessary.</li> <li>• To execute a personal caseload of reactive work across the range of environmental protection to ensure customer satisfaction and compliance with Council policies, procedures and performance indicators.</li> <li>• To investigate complaints relating to noise and nuisance and other relevant legislation and to take appropriate action in partnership with other partner agencies as necessary.</li> <li>• To assess relevant applications in relation to licensing applications and notifications and to make appropriate consultation responses and seek reviews of premises licences as a responsible authority under the Licensing Act 2003 as necessary. To attend Licensing Sub-Committee hearings as necessary.</li> <li>• To assess relevant applications in relation to planning applications and to make appropriate consultation responses.</li> <li>• To respond to consultations in relation to notified public events with regard to environmental protection including attending safety advisory group meetings for specific events.</li> <li>• To investigate reactive issues and to take appropriate action, including requirements for remediation and sampling in partnership with other partner agencies as necessary</li> <li>• To identify and respond to major pollution issues and to take appropriate action in partnership with other partner agencies as necessary</li> <li>• Ensuring the Council’s website is kept up to date with relevant information about environmental protection</li> <li>• To be responsible for the development, implementation and review of special projects and assigned tasks including promotional, advisory and educational activities</li> <li>• To maintain an up to date professional knowledge of appropriate legal, technical and social issues to ensure the delivery of an effective quality service</li> <li>• Ensure an effective, consistent and timely response to requests for service</li> <li>• Provision of training and support to colleagues to enable competencies are maintained to deliver regulatory interventions</li> <li>• To undertake the required enforcement activity as necessary to achieve regulatory compliance ranging from informal advice to formal action and prosecution in accordance with Codes of Practices, guidance and appropriate policies. This may include organising compliance through works in default.</li> <li>• To be responsible for responding to service requests, consultations, taking enforcement action to achieve regulatory compliance including preparing and issuing formal notices, correspondence and supporting documents, providing appropriate advice and guidance to businesses and members of the public</li> </ul> |

- To be responsible for monitoring and updating information systems and producing reports and statistical information as required
- To work collaboratively with other team members, other departments, external agencies and partners to develop and deliver a customer focussed service
- Ensure continuous improvements in all aspects of the service area including innovations to provide a customer orientated service, which enables customer to self-serve, making the best use of technology.
- To represent the Council professionally to outside organisations including other local authorities, central government agencies, public health agencies and public meetings
- Advise the Team Leader and Manager on issues relating to major Environmental Protection issues
- Build and manage key relationships with delivery partners, providers and suppliers, positively promoting and selling services.
- Contribute to the successful implementation of health and safety legislation, policies and practices, creating a proactive and positive culture of health and safety within the team.
- To support any emergency responses undertaken by the council where required.
- To work across all Environmental Health teams, as required to ensure service delivery.
- Any other appropriate duties to help the council meet its objectives.

#### Accountability

- If this role manages a budget please state the size of the budget: N/A
- If this role monitors a budget please state the size of the budget: N/A
- How many direct reports does this job have in its reporting line? Please also indicate the grade/range of the direct reports and which legacy organisation's terms this relates to. (e.g., BCC, AVDC, WDC or CSB) None
- How many indirect reports does this job have in its reporting line? None

#### Scope for forward planning and deadlines

| Planning & deadline requirements<br>(tick all that apply): | ✓ | Provide Job Specific Examples                                                                                                                   |
|------------------------------------------------------------|---|-------------------------------------------------------------------------------------------------------------------------------------------------|
| Up to 3 months                                             | ✓ | Dealing with service requests and ensuring that those with critical deadlines (such as consultations) are completed<br>Organisation of workload |
| 1 year                                                     | ✓ | Delivering longer term enforcement activities or involvement with special projects                                                              |
| 3-5 years                                                  |   |                                                                                                                                                 |

#### Values and Behaviours

We expect your values and behaviours to reflect the values of the organisation:

##### Proud

- Perform to your best every day
- Cares about delivering the role and setting high standards
- Upholds the reputation of the service and the wider Council

##### Ambitious

- Ambitious to learn, develop and fulfil potential
- Ambitious to do things better
- Solution focused looking for suitable resolutions

##### Collaborative

|                                                                                                                                                                                                                                  |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"> <li>Effectively engages with others sharing ideas and solutions</li> <li>Able to look at things from different perspectives</li> <li>Happy to work with others to achieve outcomes</li> </ul> |
| <b>Trustworthy</b> <ul style="list-style-type: none"> <li>Accountable for actions</li> <li>Behaves professionally and to professional standards</li> <li>Quick to respond and show initiative</li> </ul>                         |

The following criteria will be assessed from information provided on your completed application form, during the shortlisting and assessment process, and from your references.

| <b>Knowledge, Skills and Experience<br/>(use job family to complete)</b>                                                                                                                                    | <b>Job Specific Examples</b>                                                                                  | <b>Essential</b> | <b>Desirable</b> |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------|------------------|------------------|
| Substantial relevant experience of working in the service area / related profession field, with evidence of work responsibilities appropriate to the role and evidence of appropriate specialist expertise. | Experience and good standard of knowledge in environmental protection; including noise and statutory nuisance | ✓                |                  |
| Expert knowledge of relevant legislation, regulations, best practice, systems, policies and procedures. Experience of developing procedures.                                                                | Use and development of procedures to ensure consistent service delivery                                       | ✓                |                  |
| Experience of representing the work area in a professional / legal capacity.                                                                                                                                | Providing evidence in court or committee                                                                      |                  | ✓                |
| Proven ability to conduct formal interviews and / or take legal statements.                                                                                                                                 | Gathering evidence                                                                                            | ✓                |                  |
| Proven ability to deal with sensitive and contentious issues and diffuse confrontational situations.                                                                                                        | Demonstrable via practical nuisance experience                                                                | ✓                |                  |
| Excellent planning and organisational skills, to manage a range of complex activities and to achieve given targets and objectives.                                                                          | Management of caseload with various deadlines                                                                 | ✓                |                  |
| Considerable experience in the use of specialist equipment, systems and / or techniques relevant to the role.                                                                                               | Use of noise monitoring equipment                                                                             | ✓                |                  |
| Proven ability to cope with conflicting and changing demands through good time management and the ability to work under pressure.                                                                           | Management of casework                                                                                        | ✓                |                  |
| Ability to work across all Environmental Health Teams to ensure service delivery                                                                                                                            |                                                                                                               |                  | ✓                |
| <b>Qualifications</b>                                                                                                                                                                                       |                                                                                                               | <b>Essential</b> | <b>Desirable</b> |
| Educated to degree standard or equivalent.                                                                                                                                                                  |                                                                                                               | ✓                |                  |
| Relevant professional / vocational qualification.                                                                                                                                                           |                                                                                                               | ✓                |                  |
| Evidence of continuing professional development in accordance with professional body                                                                                                                        |                                                                                                               |                  | ✓                |

|                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                  |                  |
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| guidelines                                                                                                                                                                                                                                                                                                                                                                                                                                            |                  |                  |
| Membership of a relevant professional organisation                                                                                                                                                                                                                                                                                                                                                                                                    |                  | ✓                |
| <b>Other Requirements</b>                                                                                                                                                                                                                                                                                                                                                                                                                             | <b>Essential</b> | <b>Desirable</b> |
| A full driving licence required to be able to carry out the role ( <i>tick as appropriate</i> )                                                                                                                                                                                                                                                                                                                                                       | ✓                |                  |
| Ability to work flexibly within the services core hours and outside of normal office hours. To provide an out of normal working hours response which will be remunerated for accordingly.                                                                                                                                                                                                                                                             | ✓                |                  |
| Where the role is customer-facing and the post holder is required to speak to members of the public, the ability to converse at ease with customers and provide advice in accurate spoken English is essential for the post.                                                                                                                                                                                                                          | Yes              |                  |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                  |                  |
| <p>This post is covered by the Rehabilitation of Offenders Act 1974 and therefore applicants are required to declare:</p> <ul style="list-style-type: none"> <li>• All unspent cautions and/or unspent convictions</li> </ul> <p>For further information on how long it takes for cautions and convictions cautions to become spent, please refer to our guide on the <a href="#">Rehabilitation of Offenders Act 1974 (updated 2023)   Nacro</a></p> | Y                |                  |

This job summary is not intended to be exhaustive and it is likely that duties may be altered from time to time in the light of changing circumstances, in discussion with the post holder. This job summary is intended to provide a broad outline of the main responsibilities only. The post holder will need to be flexible in developing the role with initial and ongoing discussions with the designated manager.

## Grade 8

| <b>Job Purpose and Job Context</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>To contribute to the Environmental Health Service's objectives, ensuring the provision of an effective, consistent and high-quality service that is responsive to customer demands.</p> <p>To undertake complex investigations and required activity to achieve regulatory compliance ranging from informal advice to formal action and prosecution in accordance with Codes of Practices, guidance and appropriate policies.</p> <p>The post holder will work proactively with the management team to implement changes and bring about improvements in overall service delivery.</p> |
| <b>Main Responsibilities and Duties</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| <p>In addition to Grade 7</p> <ul style="list-style-type: none"> <li>• Due to the level of experience the post holder is expected to work on more complex cases and be able to work with less direction.</li> <li>• Manage complex work programmes / casework to ensure the delivery of the legal, statutory, regulatory or compliance service for which responsible, managing changes in priorities. Ensure</li> </ul>                                                                                                                                                                   |

compliance by the Council, customers and stakeholders and the service reflects customer and stakeholder requirements, within organisational / regulatory constraints.

- Support the development and implementation of the service / business plan and associated professional strategies for the specialist area.
- Act as lead officer for BC in a specialist area, for example aircraft and transport noise, noise nuisance, licensing (from an environmental impact perspective).
- Research and evaluate current issues, developments, good practice and legislation changes in specialist field. Conclusions and recommendations are made to support strategic decision making.
- Provide constructive authoritative specialist advice, guidance and support on the full range of professional issues within the field of expertise to customers and stakeholders, challenging where appropriate. Interpret the latest legislation, regulations, guidance and codes of practice. Identify problems and provide solutions, respond to and action / resolve escalated complaints, complex issues and unresolved problems, escalating further where unable to resolve. Intervene in disputes as required. Where appropriate, customers are supported in achieving compliance and improving practice and service delivery.
- May act as an expert witness / legal representative for the Council at inquiries / court etc. in relation to complex / sensitive cases.
- May act as an expert witness / legal representative for the Council at inquiries / court etc. in relation to complex / sensitive cases.
- Manage significant projects within the specialist field and / or contribute to the planning and delivery of larger programmes to develop and deliver practical, effective solutions in accordance with legislative, regulatory, grant funding requirements and good practice guidelines.
- Support others in their development by providing specialist technical and procedural advice and support, e.g. through sharing knowledge, skills and experience, training activities, acting as a coach or mentor, or providing feedback. Identify changes that may impact the service / profession and the learning and development needs for these people.
- Proactively build and maintain good working relationships, communicating effectively with all stakeholders and influencing decisions in the favour of BC. Represent professional service area / BC internally and / or externally, identifying potential opportunities / problems and to share best practice and maintain / enhance the reputation of the professional service.
- Liaise with / instruct external contractors / suppliers to co-ordinate appropriate service delivery

#### Accountability

- If this role manages a budget please state the size of the budget: N/A
- If this role monitors a budget please state the size of the budget: N/A
- How many direct reports does this job have in its reporting line? Please also indicate the grade/range of the direct reports and which legacy organisation's terms this relates to. (e.g., BCC, AVDC, WDC or CSB)  
None
- How many indirect reports does this job have in its reporting line? None

#### Scope for forward planning & deadlines

|                                                            |   |                               |
|------------------------------------------------------------|---|-------------------------------|
| Planning & deadline requirements<br>(tick all that apply): | ✓ | Provide Job Specific Examples |
| Up to 3 months                                             | ✓ | Management of case load       |

|                                                                                                                                                                                                                                        |   |                                                                                                   |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---|---------------------------------------------------------------------------------------------------|
| 1 year                                                                                                                                                                                                                                 | ✓ | Involvement with large projects such as consultations regarding changes to airports and airspace. |
| 3-5 years                                                                                                                                                                                                                              |   |                                                                                                   |
| <b>Values and Behaviours</b>                                                                                                                                                                                                           |   |                                                                                                   |
| We expect your values and behaviours to reflect the values of the organisation:                                                                                                                                                        |   |                                                                                                   |
| <b>Proud</b>                                                                                                                                                                                                                           |   |                                                                                                   |
| <ul style="list-style-type: none"> <li>• Perform to your best every day</li> <li>• Cares about delivering the role and setting high standards</li> <li>• Upholds the reputation of the service and the wider Council</li> </ul>        |   |                                                                                                   |
| <b>Ambitious</b>                                                                                                                                                                                                                       |   |                                                                                                   |
| <ul style="list-style-type: none"> <li>• Ambitious to learn, develop and fulfil potential</li> <li>• Ambitious to do things better</li> <li>• Solution focused looking for suitable resolutions</li> </ul>                             |   |                                                                                                   |
| <b>Collaborative</b>                                                                                                                                                                                                                   |   |                                                                                                   |
| <ul style="list-style-type: none"> <li>• Effectively engages with others sharing ideas and solutions</li> <li>• Able to look at things from different perspectives</li> <li>• Happy to work with others to achieve outcomes</li> </ul> |   |                                                                                                   |
| <b>Trustworthy</b>                                                                                                                                                                                                                     |   |                                                                                                   |
| <ul style="list-style-type: none"> <li>• Accountable for actions</li> <li>• Behaves professionally and to professional standards</li> <li>• Quick to respond and show initiative</li> </ul>                                            |   |                                                                                                   |

The following criteria will be assessed from information provided on your completed application form, during the shortlisting and assessment process, and from your references.

| <b>Knowledge, Skills and Experience<br/>(use job family to complete)</b>                                                  | <b>Job Specific Examples</b>                                                              | <b>Essential</b> | <b>Desirable</b> |
|---------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------|------------------|------------------|
| Substantial relevant experience in a large / complex organisation with expert knowledge in the specialist field.          | Areas may include statutory nuisance, noise or specialist noise areas (such as transport) | ✓                |                  |
| Excellent knowledge of the service and partner relationships and wider sector / external influences.                      | Understanding roles of partners such as Environment Agency and other internal departments | ✓                |                  |
| Experience of developing procedures.<br>Experience of contributing to the development of service policies and strategies. | Drafting and updating service procedure notes                                             | ✓                |                  |
| Considerable experience of representing the Council / organisation in a professional / legal capacity.                    | Presentations, court or committee appearances                                             | ✓                |                  |
| Excellent interpersonal, communication, persuasion and negotiating skills.<br>Experience in managing sensitive /          | Dealing with complex service requests                                                     | ✓                |                  |

|                                                                                                                                                                                                                                                                                                                                                                                                                                          |                                                                                                                  |                  |                  |
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| contentious issues and diffusing confrontational situations.                                                                                                                                                                                                                                                                                                                                                                             |                                                                                                                  |                  |                  |
| Experience of co-ordinating partnership working.                                                                                                                                                                                                                                                                                                                                                                                         | With agencies such as Environment Agency, HSE and other internal departments. May include localised project work | ✓                |                  |
| Excellent research, investigative and analysis skills. Ability to identify and diagnose complex problems / issues and develop innovative solutions.                                                                                                                                                                                                                                                                                      | Resolution of issues for communities                                                                             | ✓                |                  |
| May supervise / co-ordinate the day to day allocation of tasks to others, providing training, mentoring and support as required to support colleagues and service delivery.                                                                                                                                                                                                                                                              | Support and mentor Environmental Health Technical Officers or others in the department as required               | ✓                |                  |
| <b>Qualifications</b>                                                                                                                                                                                                                                                                                                                                                                                                                    |                                                                                                                  | <b>Essential</b> | <b>Desirable</b> |
| As Grade 7                                                                                                                                                                                                                                                                                                                                                                                                                               |                                                                                                                  | ✓                |                  |
|                                                                                                                                                                                                                                                                                                                                                                                                                                          |                                                                                                                  |                  |                  |
| <b>Other Requirements</b>                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                                                  | <b>Essential</b> | <b>Desirable</b> |
| A full driving licence required to be able to carry out the role ( <i>tick as appropriate</i> )                                                                                                                                                                                                                                                                                                                                          |                                                                                                                  | ✓                |                  |
| Ability to work flexibly within the services core hours and outside of normal office hours. To provide an out of normal working hours response which will be remunerated for accordingly.                                                                                                                                                                                                                                                |                                                                                                                  | ✓                |                  |
| Where the role is customer-facing and the post holder is required to speak to members of the public, the ability to converse at ease with customers and provide advice in accurate spoken English is essential for the post.                                                                                                                                                                                                             |                                                                                                                  | Y                |                  |
| <p>This post is covered by the Rehabilitation of Offenders Act 1974 and therefore applicants are required to declare:</p> <ul style="list-style-type: none"> <li>Unspent convictions and/or unspent conditional cautions only</li> </ul> <p>For further information on how long it takes for convictions and conditional cautions to be spent, please refer to Nacro's <a href="#">guide</a> on the Rehabilitation of Offenders Act.</p> |                                                                                                                  | Y                |                  |

This job summary is not intended to be exhaustive and it is likely that duties may be altered from time to time in the light of changing circumstances, in discussion with the post holder. This job summary is intended to provide a broad outline of the main responsibilities only. The post holder will need to be flexible in developing the role with initial and ongoing discussions with the designated manager.