

Job description

Environmental Health Manager

- Grade: P06
- Reports to: Service Manager – Regulatory Services
- Direct reports: 7
- Your team: Commercial / Residential Environmental Health
- Service area: Regulatory Services
- Directorate: Homes and Neighborhoods

Special requirements of the post

Workstyle: Front facing (High presence, three to four days a week)

Colleagues whose role is delivering frontline services to residents, visitors, businesses and other colleagues while present in the borough, but some activities could be done remotely (such as paperwork)

This post requires a Basic DBS check

Work occasionally outside normal office hours to meet service requirements

Our Mission

Islington is a place rich with diversity and culture. As a council our sense of purpose couldn't be clearer: we serve. It's in the logo. We are committed to challenging inequality in the borough and as one of the largest employers we know that to look after the place and the planet, we have to look after our people. **Together we can change the future.**

To do this, everyone who works at Islington Council lives by a set of values which guide us in everything that we do: collaborative, ambitious, resourceful, and empowering. They spell out 'CARE', which is what we think public service is all about.

Overview of the role

As an Environmental Health Manager, you will lead and support a team of officers in delivering a wide range of environmental health services to residents, visitors and local businesses. The role involves managing both proactive and reactive activities, ensuring that they are cost effective, delivered effectively and can adapt to changing needs.

As the post holder in the Residential Environmental Health Team you will be responsible for regulating privately rented housing by managing a team tasked with investigation, engagement and enforcement of housing and property licensing legislation. The role will require the post holder to ensure that their team thoroughly investigates privately rented properties to identify housing defects, breaches of licence conditions, management regulations, undertake assessments of hazards and implement the most appropriate action to secure compliance with legal requirements and take appropriate enforcement action such as civil penalty notices, if required.

Key responsibilities

1. Manage and coordinate the work of your team including allocating work, managing and monitoring performance against objectives and statutory requirements.
2. Oversee the delivery of the team's planned intervention programme and report on performance and corrective actions.
3. Ensure that service requests including referrals, complaints, applications, information requests, and appeals are managed in a prompt and customer focused manner.
4. Review, monitor, update and implement operational policies, procedures and practice notes to optimise operational efficiency and meet the relevant standards set by national regulators.
5. Provide clear and informed advice to colleagues, partners, and residents on residential environmental health issues and act as the lead officer on complex cases and being a subject matter expert providing professional advice, guidance, and enforcement oversight.
6. Contribute to the future shape and direction of the Residential Environmental Health Team through the service planning and performance improvement process.
7. Ensure that team members meet the required competency and training requirements, identify training needs, plan and deliver appropriate training and refresher training.
8. Initiate, lead, and participate in projects targeting local or national concerns.
9. Collaborate with all key internal and external stakeholders to achieve team and council objectives.
10. Use data and intelligence to plan, review, and report on allocation of resources, interventions and enforcement.
11. Perform duties outside normal office hours, where required to meet service objectives.
12. Any additional duties consistent with the grade and level of responsibility of this position, for which the holder possesses the required experience and/or training.

Compliance

Ensure adherence to legal, regulatory, and policy requirements under GDPR, Health and Safety, Employee Code of Conduct and in your area of expertise by identifying opportunities and risks, and escalating issues as necessary.

Person specification

Your application form needs to demonstrate how you fulfil the role's requirements. It is essential to address the criteria, as this will be used to evaluate your suitability for the position.

Essential and desirable criteria

Essential: the basic requirements that must be met for someone to be considered for a particular job. These criteria are mandatory and cannot be negotiated. Essential criteria directly impact the core qualifications or skills necessary to perform the job effectively.

Desirable: the additional qualities, skills, or qualifications that would be advantageous for a candidate to possess but are not mandatory. Not meeting them does not automatically disqualify someone from consideration for the job. This also allows candidates who do not possess certain desirable criteria the opportunity to explain how their other knowledge, experience and skills relate to these and what they may be in the process of doing or willing to do to achieve these.

Point	Criteria description	Essential/desirable
1.	Registered as either a <ul style="list-style-type: none">Chartered Environmental Health PractitionerRegistered Environmental Health PractitionerRegistered Housing Health PractitionerHolder of a Certificate of Registration who completed the appropriate qualifications to become an Environmental Health Practitioner prior to September 2021 (EHORB) And Hold the Housing Health and Safety Rating System qualification	Essential
2	Substantial experience in relevant area of environmental health commensurate to the role, including investigations, inspections, securing compliance with legal requirements and enforcement	Essential
3	Experience taking formal enforcement action, conducting interviews under caution, giving evidence in court or tribunal, initiating prosecutions from start of the process to finish, and for residential management, issuance of financial (civil) penalty notices.	Essential

Point	Criteria description	Essential/desirable
4	Possess a detailed knowledge and understanding of relevant environmental health laws, codes of practice and statutory guidance.	Essential
5	Experience of managing people, projects or acting as the lead officer responsible for co-ordinating team activities or interventions.	Desirable
6	Ability to monitor and manage team performance, lead change and deliver projects.	Essential
7	Good organisational skills and the ability to plan, organise and prioritise work to meet targets, deadlines and conflicting priorities.	Essential
8	Ability to assess the competency of team members, identify and address training needs.	Essential
9	Experience of collaborating with internal and external partners from a diverse range of backgrounds and roles to achieve service and corporate objectives.	Essential
10	Ability to work flexibly and work occasionally outside normal office hours to meet service objectives.	Essential
11	Possess strong professional written and verbal communication skills and the ability to explain and prepare reports on complex legal and technical matters.	Essential
12	Possess excellent IT skills and be able to use MS 365 /Office products, run reports, use specialist IT systems, use data and intelligence to monitor performance and inform decision making.	Essential

Our accreditations



Our accreditations include Disability Confident Leader, The Mayor's Good Work Standard, London Living Wage Employer, Stonewall Diversity Champion, and Employer with Heart.