



JOB DESCRIPTION

One Council, One Borough.

Achievement

**Empowering and
enabling our staff**

Working Together

**Performing well and
getting things done**

People First

Shared Goals

Job Title:	Technical Officer (Food & Safety)	Grade:	Grade 8
Directorate:	Sustainable Environment and Operations	Service:	Environmental Health
	ECR000641	Date of Issue:	October 2026
Responsible to:	Food & Safety Lead Environmental Health Manager		

Main Purpose of Job

To provide technical support within Regulatory Services, including undertaking inspections, investigations, sampling and appropriate follow up actions including advice, support and enforcement action.

Main Tasks/Duties/Responsibilities

- To be responsible for the efficient execution of the range of duties reasonably expected of, and commensurate with the professional competence of a Technical Assistant. The range of duties include:
 - Food Hygiene Inspections/Audits
 - Food Hygiene Official Controls/Non-official Controls
 - Implementation of the national Food Hygiene Rating Scheme (FHRS)
 - Health and Safety inspections and investigations at premises where Newcastle-under-Lyme Borough Council (NULBC) are the enforcing authority.
 - Accident and RIDDOR reportable incident investigations
 - Food/Water/Environmental Sampling
 - Public Health licensing of tattooists/piercing establishments etc.

- Investigation of resident/consumer complaints
 - Public Health investigations and inspections including communicable disease investigations
 - Provision of professional advice to planning and licensing teams.
2. To inspect premises, investigate complaints and initiate any action required.
 3. To be specifically responsible for the execution of the range of duties from time to time assigned to the sectional division of the service.
 4. To be responsible for properly implementing the Council's Policies, Standing Orders, Delegated Powers and other requirements in connection with the function.
 5. To prepare, or assist in the preparation of, such reports and financial or statistical information as may be required, including matters relating to annual reports and reports to Council or Committees.
 6. To attend such Council, Committee or other meetings with outside bodies as required as a representative of the Service and/or Council and if necessary report thereon.
 7. To be responsible for the safe keeping of all equipment assigned to the section/individual.
 8. To undertake day to day/on site supervision of such nominated technical staff or trainees that may be assigned for a specified task/function/period of time.
 9. To remain aware and up to date of legal and technical developments within the professional function and specifically within the field of sectional, specialist responsibility.
 10. To assist in the formal training of Trainee/Student Environmental Health Officers, Technical and such other staff as may from time to time be assigned to a section and require a knowledge of the professional or sectional function.
 11. To undertake duties out of office hours and at weekend as necessary.
 12. To participate in any call out/standby services operated by the Council outside normal office hours and at weekends as required.

Occasional Tasks/Duties/Responsibilities

1. To prepare or assist in the preparation of, such material as is necessary for talks, lectures or presentations (for use inside the Council or to external bodies) and if required participate in the presentation of these activities.
2. To undertake, as required, functions outside the assigned sectional responsibilities to provide short term cover for other Environmental Health duties should urgent need arise.
3. To work at other locations or in other sections as the Head of Regulatory Services may reasonably require.

General

1. To be aware of and carry out your responsibilities under the Council's Policy and Guidance relating to Safeguarding Children and Vulnerable Adults.
2. To be aware of and comply with current Health and Safety Regulations and the Borough Council's Health and Safety policy and procedures as they relate to the duties and responsibilities of the post.

3. To be proactive in personal and professional development, updating knowledge and skills by appropriate means as agreed annually through the Council's Performance Appraisal Scheme.
4. To maintain awareness of risks and incorporate these into the formal risk management process and also to control the risks inherent in your job and report any risk concerns to your manager.
5. To produce any performance information required in a reliable, timely and accurate way, in accordance with the Council's Data Quality Policy.
6. To be aware of and adhere to the Council's Equal Opportunities Policy.
7. To undertake any other duties as may be reasonably allocated to the post holder commensurate with the grading and responsibilities of the post. (Where necessary, reasonable adjustments will be made in accordance with the Equality Act).
8. To be familiar with the obligations and requirements of the council's information security and data protection policies and procedures as they apply to the post, ensuring that confidential and sensitive data used by the post holder is held securely and personal data is obtained, processed and disclosed only in accordance with the principles and requirements of the Data Protection Acts.

This job description is not exhaustive providing an indication only of the scope and length of the main duties and responsibilities to be undertaken by the post holder and may be subject to amendment or alteration. It may be changed from time to time to meet changing circumstances and does not form part of your contract of employment.

Disclosure of Criminal Convictions

Due to the nature of the duties associated with this post, it is considered to be covered by the Rehabilitation of Offenders Exemptions Order 1975 (as amended) and is a Regulated Position as defined by the Criminal Justice and Courts Services Act 2000.

PERSON SPECIFICATION

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Directorate:	Sustainable Environment and Operations	Service:	Environmental Health
Post No:	ECR000641	Date of Issue:	October 2026
Responsible to:	Food & Safety Lead Environmental Health Manager		

FACTOR	CRITERIA	ESSENTIAL	DESIRABLE	HOW ASSESSED
QUALIFICATION	To have a degree or equivalent qualification in a relevant subject; eg: <ul style="list-style-type: none"> BSc/MSc Environmental Health Higher Certificate in Food Control NEBOSH Certificate/Diploma BSc Health Safety and Environmental Management 	✓		A/D
	2 A levels or equivalent in Science based, Environmental Health relevant subjects	✓		A/D
	And 5 GCSEs at grade A-C (or equivalent) including English and Maths	✓		A/D
	Certificate of Registration awarded by the EHRB to practice as an Environmental Health Practitioner or CIEH Registered/Chartered Environmental Health Practitioner (or equivalent)		✓	A/D
	Up to date FSA Competency Assessment in line with Food Law Code of Practice (or equivalent).		✓	A/D
	Membership of CIEH, IOSH or similar professional body.		✓	A/D
EXPERIENCE	Experience of working within the field of Food Hygiene/Health and Safety enforcement/Health Protection.	✓		A/I
	Detailed current knowledge of Food Hygiene/Health and Safety legislation	✓		A/I
	Experience in identifying, initiating and undertaking regulatory action	✓		A/I

FACTOR	CRITERIA	ESSENTIAL	DESIRABLE	HOW ASSESSED
EXPERIENCE SKILLS & COMPETENCIES (Planning & Organising)	Must have knowledge and/or experience in: working within the field of Food Hygiene regulation in an Environmental Health context. Knowledge of Food Hygiene and Health & Safety at Work legislation To include: High Risk Food Hygiene Inspections/Audits, Official Controls, implementation of the national Food Hygiene Rating Scheme, Health and Safety inspections/ investigations, reactive Investigations.	✓		A/I
	Of providing a high-level customer service to internal / external customers via phone, e-mail and in-person.	✓		A/I
	Ability to investigate and collect appropriate evidence for enforcement matters and use the Police and Criminal Evidence Act.		✓	A/I
	Ability to prepare and collate evidence files for legal proceedings.		✓	A/I
	Working knowledge of Microsoft applications sufficient to input and retrieve data using packages such as Word, Excel and Outlook for email. Ability to update IT databases with accurate and timely information.	✓		A/I
	Adapts and works effectively in different situations in order to carry out a variety of tasks, whilst remaining calm and level-headed under pressure.	✓		A/I
	Accepts constructive feedback and makes adjustments accordingly plus has an awareness of own shortfalls and takes charge of personal development to keep skills up to date whilst developing knowledge within a particular area through learning.	✓		A/I
	Is prepared to admit to having made a mistake.			
	Communicates information clearly accurately, positively and in a timely manner as well as listens attentively and responds thoughtfully to the needs, ideas and opinions expressed by others.	✓		A/I
	Demonstrates required skill in all forms of written oral and technological communication.	✓		A/I
SKILLS & COMPETENCIES (Planning & Organising) BEHAVIOURS	Changes communication style and approach to meet the preferences of those with whom they are dealing with or of people from diverse backgrounds.	✓		A/I
	Provides excellent service to external / internal customers by focusing on understanding and meeting customer needs.	✓		A/I

FACTOR	CRITERIA	ESSENTIAL	DESIRABLE	HOW ASSESSED
	Explains reasons for the actions and seeks others opinions. Shows an awareness of how their actions affect others.	✓		A/I
	Responds to requests in a timely and courteous manner and always strives to represent a positive image of the Council.	✓		A/I
	Aspire to be better and exceed expectations and promote a positive 'can do' attitude plus evaluate mistakes and learn from them	✓		A/I
BEHAVIOURS (Focusing on Citizens) BEHAVIOURS (Leadership)	Express pride in what the Council does and uphold the reputation of the Council. Demonstrate high standards of personal and professional conduct and be a role model to others.	✓		A/I
	Build and maintain good working relationships with people inside and outside the council, including Councillor, partners and members of the public	✓		A/I
	Demonstrates and champions equalities in the treatment of others and in the delivery of services	✓		A/I
	Has the ability to negotiate and influence others to obtain a 'win win' solution.	✓		A/I
	Makes decisions confidently and quickly when necessary. Effectively works with partners, whilst establishing new partnerships working and influencing key stakeholders and partners to contribute to the Authority's objectives	✓		A/I
BEHAVIOURS (Leadership) OTHER	Demonstrates basic understanding of Health and Safety responsibilities within the workplace. Demonstrates an ability to ensure any agreed safety rules or procedures are effectively implemented within their areas of responsibility whilst helping others to understand their responsibilities and obligations.	✓		A/I
	Highly motivated and robust under pressure. Able to bring energy, vitality and challenge to the team.	✓		A/I
	Ability to modify style in order to reach goals and to maintain effectiveness within changing environments and with varying responsibilities.		✓	A/I

FACTOR	CRITERIA	ESSENTIAL	DESIRABLE	HOW ASSESSED
	Take pride in the job and in delivering what our communities need; promote these successes and the difference it has made.	✓		A/I
	Full valid driving licence and access to a vehicle for work purposes.	✓		A/D
OTHER	Ability to work flexibly, including evenings and weekends. Participation in occasional out-of-hour response as required.	✓		A/I
	To participate in the services out of hours on-call rota and response.	✓		A/I
	To undertake a suitable role in relation to the Authorities Civil Contingencies responsibilities.	✓		A/I
	All employees are required to comply with the Authority's No Smoking Policy.	✓		A/I

Key:

A = Application
I = Interview and /or Test
D = Documentation