

WHERE
CAREERS
THRIVE

When potential
is unlocked,
talent *thrives*



West
Northamptonshire
Council

Health Protection Technical Officer (Apprentice)

Regulatory Services, Resources Directorate

Thank you for your interest in this role. Our vision at West Northamptonshire Council (WNC) is: 'to make West Northants a great place to live, work, visit and thrive'.

We truly stand by this and work hard every day to make this a reality, and at WNC it's about our people. People who thrive with ambition, bring new ideas, demand better ways of working, care about every detail, and who never shy away from a challenge.

Our culture is a gateway for new experiences. A place to forge new opportunities. To empower you in your career and unite you with like-minded people. When potential is unlocked, talent thrives.



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Purpose and impact:

To provide specialist technical support to regulatory health protection functions in relation to food safety, health & safety, infectious disease control, private water supplies and sports ground safety.

Under supervision, to respond to low level complaints/service requests relating to commercial, and domestic premises and businesses, identifying unsafe practices and breaches of the law with a view to supporting remedial action.

To undertake interventions at lower risk food business premises, to ensure compliance with the relevant legislative requirements.

To generally assist in implementing the service duties, responsibilities and policies relating to Regulatory Services that have an impact on members of the public and service users of the Council.

Accountable to:

This role is accountable to the Health Protection Manager. The role sits within the Health Protection & Regulatory Support, Regulatory Services part of the Resources Directorate in West Northamptonshire Council.

Responsibilities:

1. **Routine Interventions:** Under supervision, to conduct legislation checks, including those at lower-risk food premises, in accordance with standard procedures and deal with infringements that are identified.
2. **Service Requests and Investigations:** Respond to service requests, investigate complaints, and provide information to support more senior officers. Including taking statements, gathering evidence, issuing informal advice for minor non-compliances, and serve as a witness and provide evidence in court when required.
3. **Promotional and Educational Activities:** Organise and participate in promotional or educational activities as required.
4. **Technical Support and Advice:** Provide technically complex support and advice to the public, businesses, elected members, and other organisations.
5. **Project Support:** Provide technical and administrative support for statutory and project initiatives, such as business health & safety at work campaigns.
6. **Sampling and Testing:** Organise and conduct food, water and environmental sampling, liaise with businesses and labs, and maintain accurate records. Analysis of samples and interpretation of results correctly to determine optimum solutions.
7. **Record Keeping and Reporting:** Maintain up-to-date records, ensure data protection and confidentiality, and produce performance reports.
8. **Data Management:** Maintain and interpret data from various databases and websites, including those from national organisations like HSE and Public Health England.
9. **Income Generation and Training:** Seek opportunities for income generation, support commercial activities, and ensure training programmes meet professional standards.
10. To maximise personal productivity, minimise duplication and errors; and manage our information efficiently and securely to reduce risk, through effective use of Office 365 and our internal IT systems and applications.

11. Actively challenge and seek to eliminate any directly or indirectly discriminatory practice or behaviours.
12. Demonstrate awareness and understanding of other people's behavioural, physical, social and welfare needs and ensure that reasonable care is taken at all times for the health, safety and welfare of yourself and other persons.

This job description reflects the major tasks to be carried out by the post holder and identifies a level of responsibility at which they will be required to work. In the interests of effective working, the major tasks may be reviewed from time to time to reflect changing needs and circumstances. Such reviews and any consequential changes will be carried out in consultation with the post holder.

Person specification:

The requirements for the role are outlined below and will be part of the selection process. Each of the criteria listed below will be measured by:

(**A**) Application Form, (**T**) Test, (**I**) Interview, (**P**) Presentation, (**D**) Documentation.

Minimum levels of knowledge, skills experience and qualifications required for this job.

Skills and abilities:	Essential / Desirable	Measured by
Ability to undertake a programme of development in the workplace to achieve the Regulatory Compliance Officer apprenticeship.	E	A, I
Well-developed communication skills both written, including report writing skills, and oral.	E	A, I
Ability to collect, analysis <u>and</u> use of data to inform evidence-based judgements.	D	A, I
Work on own initiative to complete tasks with the minimum of supervision and as part of a team.	D	A, I
Ability to deal calmly with difficult situations and people in confrontational situations.	D	A, I
Demonstrate effective use of Office 365 (incl. Teams, OneDrive, etc.) or willingness to undertake training during the probation period.	E	A, I

Knowledge:	Essential / Desirable	Measured by
An Awareness of the role of regulatory services such as food safety, health & safety, infectious disease control, private water supplies and sports ground safety	E	A, I
Good knowledge of practices and procedures relating to regulatory services.	D	A, I
Knowledge of legal process and practice.	D	A, I

Relevant experience:	Essential / Desirable	Measured by
Experience of dealing with members of the public.	E	A, I
Experience of working within a Regulatory Service team, including criminal law enforcement.	D	A, I

Education, training and work qualifications:	Essential / Desirable	Measured by
English and Mathematics GCSE grades 9 to 4 (A* to C) or equivalent	E	A
Full UK driving licence and access to a vehicle	E	A, I

All appointments are subject to standard pre-employment screening. This will include identity, references, proof of right to work in the UK, medical clearance and verification of certificates.

Day-to-day in the role:

Job family & salary band:	Regulatory & Technical 06	Worker type:	Part-flexible
People management responsibility:	None	Budget responsibility:	None

Current pay scales and other benefits are published on the [Jobs and Careers](#) section of West Northamptonshire Council's internet.

Working conditions & how we work:

This role has been identified as a part-flexible worker type, this means that you will be able to work from other work locations and, subject to business need, when not working from an office you will be working remotely (including from home).

Our organisational values and behaviours

Everything we want to achieve for West Northants depends on having the right people in place and doing the right things and we want all colleagues to THRIVE, both personally and professionally. Our values and our behaviours framework underpin how we work and what partners and customers can expect from us. We want to do our very best for our residents, service users and businesses and for our staff – we want everyone to THRIVE.

T Trust	We are honest, fair, transparent and accountable. We can be trusted to do what we say we will.
H High Performing	we get the basics right and what we do, we do well. We manage our business efficiently.
R Respect	we respect each other and our customers in a diverse, professional and supportive environment.
I Innovate	we encourage curiosity, we are creative and seize opportunities to grow individually as an organisation and as an area.
V Value	We continually strive for best practice and ways of improving existing procedures, practices and systems and thereby promoting efficiency and cost effectiveness
E Empower	we believe in people, will listen, learn and trust them to make decisions. We help people to realise their ambitions.

“Valuing colleagues as individuals and encompassing our different perspectives to deliver our collective ambitions. One West inclusive culture.”

Should you require this document in another format or language, please contact: Careers@westnorthants.gov.uk

When potential is unlocked, talent *thrives*

Choose a career that offers you a true sense of achievement, fills you with pride and challenges you in a positive way, everyday.

The benefits of a career at WNC include:

- **People** are at the centre of everything we do. Without our people, we wouldn't be able to deliver services to the people in our community.
 - **Ambition** runs through everything we do at West Northants Council, we nurture and develop our people's ambition and willingness to succeed, to continually improve the service we provide to the community.
 - **Care** is at the heart of West Northants Council, we care in so many ways; seen and unseen, helping our colleagues and community to thrive.
 - **Flexibility** is key, we know work-life balance is critical to wellbeing, so we work hard to make sure our benefits package promotes and improves wellbeing; from annual leave, sick pay, family leave and flexible working, financial security offered by a local government pension scheme and life assurance, and discount schemes which make a difference to your day-to-day life, through to employee helplines offering free legal, health, financial and wellbeing advice and support.
- We want you to have balance and be happy.

