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**Job Description**

**Management Grouping: Place**

**Team: Food Safety**

**Post Title: Senior EHO / Food Safety Officer**

**Reporting to:** Team Leader

**Purpose of the job:**

Officers at this level will hold a ‘suitable qualification’ for carrying out both food hygiene and food standards inspections of all categories of food premises including manufacturers. The ‘suitable qualification’ requirement is defined in the Food Law Code of Practice. They will carry out formal sampling for both examination and analysis. They will also be competent in preparing legal documents, conducting PACE interviews, and initiating and satisfactorily concluding appropriate enforcement action, including the service of food safety improvement notices and hygiene emergency prohibition notices.

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| **Principal Accountabilities** | **Senior EHO/Food Safety Officer** |
| 1. To provide up-to-date technical, scientific and legal advice on matters relating to food safety. | * Give advice and guidance on food hygiene and food standards matters in respect of all food businesses. |
| 1. To carry out detailed investigations, inspections and surveys of food, equipment, premises, land and practices, maintain full and accurate records of those investigations. | * Receive complaints relating to food & food premises, and food poisoning notifications. * Investigate food poisoning outbreaks taking appropriate action to prevent a recurrence * Carry out statutory food hygiene   and food standards inspections of all  food premises, and   * Act as ‘lead officer’ for Approved premises. |
| 1. To analyse and evaluate the results of investigations and to identify, initiate and conclude appropriate action, including   legal proceedings, where appropriate. | * Resolve complaints, by provision of advice or appropriate enforcement action. * Preparation of prosecution reports. * Service of statutory notices. |
| 1. To maintain appropriate scientific, technical and other support equipment in proper working order   and be able to use that equipment as necessary to support food safety investigations. | * Commensurate with level of   responsibility. |
| 1. To prepare and/or present lectures, talks, publicity material and public   displays on matters relating to food safety. | * Able to plan & organise, and deliver   training at intermediate level and/or  on specific complex issues. |
| 1. To deal with the public with tact, diplomacy and discretion | * Essential |
| 1. To produce concise and accurate   communications in written, oral and other forms. | * Prepare letters, reports, statutory notices and prosecution files. |
| **Knowledge & Experience** |  |
| Be qualified in accordance with the latest Food Law Code of Practice | Essential |
| Proven to communicate effectively and efficiently in writing and orally | Essential |
| Possess the ability to work effectively as part of a team towards achieving shared goals, and completing programmes of work | Essential |
| Be experienced in the use of computer technology | Essential |
| Practical experience | Essential |

You will be joining a supportive, experienced team dealing with the full range of food premises related issues in a diverse business sector. Having an excellent understanding of the subject area with the ability to assess risk and to act proportionately is essential.

The service objective is as much about supporting businesses to learn and grow as it is about securing compliance through formal action when needed, so you will need to be persuasive as well as assertive. An ability to prioritise workloads, work to targets, record data accurately and maintain a high level of professional competence is essential. The ability to work flexibly while being accountable for performance will be an important part of the role.

**Applicants will be assessed throughout the recruitment process against the above competencies and the following performance indicators.**

**High Performance Indicators**

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| **Values** | **Behaviours for staff** | **Behaviours for managers** |
| **Innovation** | I respond flexibly and adapt to changing demands  I am prepared to take managed risks to achieve better outcomes  I ask ‘What if…? to develop fresh thinking and innovative approaches to generate and implement solutions to improve performance and challenge the status quo | I routinely look for innovative and cost-effective ways to improve performance and customer service  I champion change and deal successfully with ambiguity, enabling people to see positive and exciting possibilities for the future  I take calculated risks based on available evidence and my professional judgement to learn and try new things |
| **Leadership** | I demonstrate a clear sense of purpose and direction, in line with organisational objectives  I am willing to take difficult decisions  My personal actions promote a positive image of Bexley | I take responsibility for my service and for making things happen to make a difference to my service users  I create an environment where staff can thrive and show I value and trust staff, give praise and recognise good work  I inspire, lead and encourage staff to move forward |
| **Collaboration** | I show respect for others and value contributions from internal and external partners and customers  I recognise the right solution, regardless of who initiated it  I seek out and work with partners who can help me achieve the outcomes and objectives I need to deliver | I encourage the feeling that the team is a collective unit with shared goals  I engage with service partners and other areas of the Bexley organisation to understand the demands on others and seek solutions as One Council  I network internally and externally |
| **Listening and Responding** | I acknowledge other people’s viewpoints and work with them to find a win-win solution  I prepare and present information anticipating questions and problems  I adapt my style to the audience and their needs, using the most appropriate communication channels | I seek regular service user feedback and review customer data to shape service improvements  I ask staff for ideas on how to improve our service and how I can improve as a manager, listen to them and act on them  I *e*mpower staff to make decisions and changes to improve value for money, customer service and productivity |
| **Open and Accessible** | I see issues from the customer / user perspective  I monitor customer feedback and level of satisfaction with the service they receive, and use this to improve and pre-empt customer needs  I seek to build and maintain positive relationships with customers and partners | I am accessible to my service users, customers, staff and Members  I communicate and share a clear vision for the bigger picture as well as specific service areas  I outline what is expected of individuals and their contribution to the whole, and am consistent in my expectations |
| **Impact** | I prioritise my activities and resources to focus on those which have the most impact for residents  I take responsibility for making things happen and achieving my objectives  I make decisions and clear recommendations based on my professional opinion, experience, and informed by a range of information and evidence | I design services that provide value for money and deliver our outcomes, informed by evidence  I produce, prioritise and adapt plans to meet changing requirements  I set interim goals to achieve notable wins on the way to larger objectives  I deal with poor performance |