

Technical Officer – Pollution and Noise Control - Grade 6/7

At Kirklees we want to be innovative and creative in the way we work to deliver our services to our communities. We know we have challenging times ahead so we are always looking for better and smarter ways to work.

As Technical Officer you will help to deliver our Environmental Health Services to the residents and businesses of Kirklees. You will provide support and participate in Environmental Health procedures to influence changes in behaviour and maximise opportunities to improve service delivery.

The Role is based in the Pollution and Noise Control Team in Environmental Health but you must be flexible enough to work in other areas of Environmental health work, as and when required

This role is based within [Environment and Climate Change](#). Find out more about [working for Kirklees](#).

The Job

Your main responsibility will be to investigate and resolve complaints about statutory nuisance (mainly noise complaints) between residents of Kirklees.

You will listen to residents and address concerns. This will involve drafting letters, making telephone calls and visits to people's homes to influence positive changes in behavior and keeping accurate and comprehensive records. You will need to develop a good knowledge of the law and be able to explain this to customers in non-technical terms. You will review evidence and assess situations against criteria e.g. nuisance, annoyance and legal compliance. During your visits you will gather evidence for possible legal action; this will include the use of noise monitoring equipment. You will often identify underlying causes of the nuisance complaint, such as alcohol misuse, and signpost people to appropriate services. This will include liaising with other council departments.

You will prepare prosecution files and represent the Council at court, giving evidence for prosecutions or obtaining warrants. At grade 6, you will undertake this work with supervision and guidance. You will work in other areas of Pollution and Noise Control, resolving complaints about nuisance alarms, assisting in drainage investigation and resolving complaints of filthy or verminous properties.

You will be required to drive and some of your work will be undertaken out of normal office hours.

Job Checklist

- Works well with other members of the team to ensure that work is dealt with in a timely manner and both individual and team

priorities are met.

- Responds promptly, clearly and helpfully and addresses customer issues
- Works according to Council standards and procedures and in line with health & safety requirements
- Reviews jobs that have been assigned and makes appropriate responses depending upon the stage of the investigation.
- Works on own initiative and prioritizes own work load.
- Updates records accurately in line with procedures using IT software packages
- Successfully resolves complaints and influences changes in behaviour
- Develops technical knowledge and willing to learn
- Professional and helpful representative. Positive role model representing the service.
- Positively contributes to team meetings
- Flexible in helping out other sections of Environmental Health.

Please see your responsibilities related to [safeguarding](#).

The Person

We need our employees to be driven to achieve the best, to be hard working, respectful and thoughtful to each other and our customers and to be creative, wherever they work.

You understand Environmental Health's remit to improve the health and wellbeing of all residents by ensuring their environment is conducive to a healthy lifestyle.

You know there is an ongoing need to ensure we continue to improve what we do. You know that logistics and work planning can play a fundamental role for improved efficiency, reducing costs and meet customer expectations for best value.

You are not fazed by situations of conflict and that you can remain calm, positive, respectful and honest during difficult conversations when the customer may not themselves display these behaviours to you.

You take pride in your work but also enjoy working as a team.

You understand the importance of following correct procedures for health and safety and customer care. You try hard to work this way and you are a good role model to others.

The right behaviours and attitudes are as important to us as the skills you bring to the job. We expect all our employees to demonstrate the following behaviours:

- Positive
- Honesty
- Respectful
- Flexible
- Communicative
- Supportive

This role is at level 1. Please read our [Behaviours and Expectations](#).

Person Checklist

- Proven experience of communicating effectively and respectfully with difficult customers.
- Ability to use IT systems and record information accurately.
- Literacy skills to prepare letters and notices etc.
- Prepared to undertake work patterns which include some evenings, weekends and Bank Holidays.
- Holds a full and valid driving License.
- Understands Health and Safety as it relates to the role and the measures which need to be put in place to do the job safely.
- Ability to carry out some physically demanding work including lifting of drainage covers.

This Role Profile is intended to provide an understanding of the responsibilities of this particular job. It is not possible to specify every detail and we expect

appreciation of the responsibilities of this particular job. work flexibly within your skills, knowledge, experience

evidence of how you meet all the points in the Job and Person Checklists