



Role Profile

Environmental Health Enforcement Officer (EHEO)

Prevention and Communities, Public Health

Role Profile: Environmental Health Enforcement Officer (EHEO)	Role Profile Number: SBC_11811
Directorate: Public Health / Environmental Health	Reporting to: Environmental Health Team Leader
Grade: CFL 8	Date Prepared: July 2026

Our Values

Our [Values](#) shape how we work for the people of Swindon. They guide how we make decisions, how we deliver services and how we work with our communities and partners.

Our Values are:

We SEE – people, not problems – and stay curious to understand their story.

We HEAR – each other and the people we serve

We CARE – about our colleagues, our residents and our community

We ACT – with integrity, accountability and purpose

We LEARN – from data, feedback and experience so we keep improving

These five values describe the standards we hold ourselves to as a Council, and what residents and partners can expect from us.

The Swindon Commitment

The [Swindon Commitment](#) shows how we bring our Values to life every day, in every role, across all that we do. It turns our Values into practical promises between the Council, our colleagues and the people we serve so we can work together to deliver the best possible services and support.

Created with colleagues from across the organisation, the Swindon Commitment sets out a shared understanding of how we work, lead and behave. Rooted in our five core values, it reflects how we listen to, include and respond to residents, communities and each other.



Purpose:

To carry out the full range of duties, with supervision, principally within one of 2 functional Environmental Health teams, working across functional boundaries as may be required from time to time. To engage, enable, and enforce; using the full range of tools and to ensure the health & wellbeing of residents.

Each team within the service covers a diverse range of mostly statutory environmental health functions across a very wide range of residential and commercial settings. These range from food safety functions, food standard functions, imported food functions, health and safety functions including commercial health and safety enforcement and accident investigations, asbestos notifications, sampling, private water supplies, infectious disease control, residential safety and housing standards, rogue landlords & letting agents, houses in multiple occupation, public health funerals and enforcement, petroleum, air quality management, noise complaint investigations, air pollution permitting, drainage, environmental enforcement, dealing with filthy and verminous premises. Each team may also offer advisory and commercial services to the public and businesses as appropriate; such as coaching visits and training.

Key responsibilities and accountabilities:

- To be responsible, with colleagues, for the day to day delivery of a range of statutory and non-statutory EH duties, primarily within a single functional team and with appropriate supervision.
- To escalate work to senior colleagues or management as appropriate.
- To work in other functional teams within EH when needed, under the direction and supervision of SEHOs, EHOs and EH Team Leaders.
- To respond to complaints and intelligence reports from members of the public, internal partners and external agencies decide, with support, on appropriate investigations and evidence gathering activities required, and to initiate suitable action.
- To use an escalating and risk based enforcement approach; seeking to change behaviour and remedy non-compliance at the lowest level of intervention where suitable and practicable.
- To use a range of approaches and styles to gain compliance at a suitable level of intervention.
- To undertake surveys of premises and sites across the Borough.
- To undertake proactive and reactive inspections at public, domestic, commercial and unused sites within the Borough of Swindon.
- To work in challenging and inhospitable environments at times, including outdoors in inclement weather and/or in difficult environments indoors.
- To deal with sometimes difficult and challenging members of the public in direct enforcement situations, with suitable support.
- To work outside of normal office hours where required as part of the role, including as an on call officer from home.
- To gather and store evidence in a legally robust way to support investigations and enforcement actions.
- To serve Notices and take enforcement action which, if done incorrectly, may result in compensation claims or legal challenge.

- To initiate, conduct and co-ordinate, with supervision, criminal investigations, including the preparation of files for prosecution or the undertaking of opposed works in default.
- To attend Court as a witness in prosecution and other cases, Prohibition Order applications, applications for Warrants of Entry, seizures, and forfeiture of items and/or materials, Premises Closure Orders, Enterprise Act enforcement orders, criminal behaviour orders, etc.
- To contribute to and participate in the planning, implementation and review of project work, surveys and sampling programmes.
- To interpret, with support, often complex and/or conflicting legislation, guidance and protocols and to provide advice to internal and external partners and members of the public.
- To provide the council's out-of-hours standby response to EH emergencies and out of hours investigations, for which stand-by and overtime payments will be made.
- Provide cascade training to staff, at all levels within the service, on new legislation following attendance at National/Regional courses and seminars
- To provide business and consumer advice where required.
- To adhere to internal processes and procedures.
- To undertake training as necessary for continuous professional development.

Supplementary Accountabilities

- To contribute to the continual improvement of the Environmental Health team
- To contribute to service reviews, audits, and process changes
- To contribute to the collection of performance indicators and other metrics

Decision making:

- Ability to identify and implement, with support, the correct investigative techniques and approaches across a wide range of legislative provisions.
- Ability to implement the correct style and mode of communication for a very wide range of situations and personality types across the whole range of partners and public.
- Ability to choose and implement appropriate enforcement actions and other outcomes across a wide range of areas, functions, and legislation.
- Ability to identify the correct level of enforcement or intervention, and an ability to flex or escalate readily in response to new information or obtained results.
- Ability to identify risk, and identify controls and responses to risks and hazards to protect themselves and the public in a wide range of situations and locations.

Creativity and innovation

- Interpret legislation, guidance etc and authoritatively explain them to a wide range of stakeholders.
- Successfully navigate day to day enforcement situations.
- Identify alternative approaches during surveys, sampling episodes, inspections, etc, where more usual approaches do not achieve the aim or secure the correct evidence.
- Identify and use wide ranging and sometimes atypical sources of information or evidence to investigate cases successfully.

Job Scope

Number and types of jobs managed:	N/A
Budget Holder:	No
Budget Value:	N/A
Asset Responsibility:	N/A
They will hold and manage a large caseload, and be expected to drive those cases to successful conclusions with supervision and guidance where required. This will include responding to challenges to their cases by subjects of enforcement and third parties. Support is available but the role holder will be expected to manage the great majority of day to day work using their own resources. They will serve Notices and take other direct enforcement which carries risk to the organisation if done incorrectly. They will hold and manage a large caseload, and be expected to drive those cases to successful conclusions with supervision and guidance where required. This will include responding to challenges to their cases by subjects of enforcement and third parties. Support is available but the role holder will be expected to manage the great majority of day to day work using their own resources. The role holder may naturally develop specialisms and higher level competencies, and will cascade these experiences and skills to others; typically mentoring or supervising individual tasks within more complex situations. Officers will have some discretion to investigate cases to best effect, using general guidance and internal protocols to inform their actions but with the facility of escalating issues to more senior officers. Officers may often work outside of their specialist field, with supervision and direction, where needed for operational efficiency The role holder may naturally develop specialisms and higher level competencies, and will cascade these experiences and skills to others; typically mentoring or supervising individual tasks within more complex situations. Officers will be required to travel to complete inspections and a valid UK Driving licence is required.	
<u>Contacts and Relationships</u> (how the role relates to the work of others i.e. officers, groups, committees, general public, members, partner organisations, internal and external contacts of the council) Role holders will, suitably supervised: • Use all means of contact on behalf of the Council with internal and external contacts, including formal letters, enforcement notices and files, telephone, email, memos, papers. • Use all means in order to negotiate outcomes, enforce outcomes, obtain services and assistance, partnership working, projects, including out of hours. • Will respond to requests for service, intelligence reports, referred cases, challenges and complaints directly unless needing support of more senior officers, including out of hours and in direct enforcement situations in a wide range of settings. • Have direct authoritative contact with members of the public, Members, Members of Parliament and corporate representatives within their areas of competence.	

- Role holders will maintain productive and effective relationships with a wide range of internal and external partners such as other Councils, Police, Fire & rescue Service, Primary Care, Government Agencies such as DEFRA, APHA, OPSS, EA, DWI, FSA, HSE, PHE Local Water Supplies etc, Primary Authorities, Social Services, Housing, Planning, Building Control, Public Health, Legal colleagues, business owners and senior business managers, private and social landlords of residential property.

PERSON SPECIFICATION

Qualifications:	Essential or Desirable
• Educated to Degree level or to a level which would allow full professional accreditation if different.	E
Knowledge and Experience:	
Candidates must have substantial knowledge and experience in the following areas of business and will be required to provide evidence of this: • Evidence of Continual Professional Development (CPD) and/or statutory competency in relevant fields. • Strong commitment to partnership working. • Good written and verbal communication skills. • Good organisational and case management skills. • Good risk assessment and risk management skills. • Good self-awareness. • Flexible and responsive.	D E E E E E E
Aptitudes, Skills and Competencies:	
• Strong commitment to partnership working. • Good written and verbal communication skills. • Good organisational and case management skills. • Good risk assessment and risk management skills. • Good self-awareness. • Flexible and responsive.	E E E E E E
Special Conditions of Recruitment:	

N/A	

Other Key Features of the role

The role holder will operate, suitably supervised and directed, in a very wide range of environments and conditions, sometimes including hostile, hazardous, dirty, or uncomfortable settings. Work will sometimes be carried out at night and/or outdoors in inclement weather. Due to the nature of the work, officers may sometimes experience situations that they may find emotionally challenging such as accident scenes, exhumation sites, filthy or verminous premises. Enforcement situations can become conflictual and officers may therefore be exposed to verbal abuse and aggression.

