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| APPENDIX 2**ASHFORD BOROUGH COUNCIL** **JOB DESCRIPTION** |

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| **JOB TITLE:** | **Technical Support Assistant** |
| **GRADE:** | SCP 24-27  |
| **POST NUMBER:** | 6840A  |
| **SERVICE:** | **Ashford Port Health Service** |
| **RESPONSIBLE TO**  | Business Support Manager |
| **JOB SUMMARY:**  | To undertake a range of support and statutory duties to safeguard public health.To assist those undertaking a range of official controls at the Border Control Post (BCP) located at Sevington including carrying out checks on imports of products of animal origin and high risk food not of animal origin in order to ensure that only products that are safe to eat enter the food chain.To assist those checking organic food, illegal unreported and unregulated fishing, animal composites and other relevant controlled goods.To work under the direct supervision of the Business Support Manager to assist Official Veterinarians and Principal Port Health Officers as required.To carry out documentary checks, as well as assist in physical inspections as required.To make an effective contribution to the development and achievement of the Ashford Port Health Service health protection and business objectives. |
| **ROLE REQUIREMENTS:** |
| 1. | To assist in the undertaking of official controls as required to protect public health by applying port health controls on imports in accordance with relevant statutory provisions, rules and international trading standards. |
| 2. | To assist, under the supervision of relevant officers, physical, identity, documentary and seal etc. checks as directed in order to ensure that only products that are safe to eat enter the food chain. |
| 3. | To assist in the storage and dispatch of statutory samples, ensuring that they are packaged correctly for safe transport under required conditions and are dispatch to the correct laboratory. To assist maintaining sample dispatch records and disposal of samples no longer required. |
| 4. | To assist in the maintenance of stock levels and equipment availability for inspection. |
| 5. | To assist others in the performance of port health duties as required including undertaking physical checks and sampling as directed. |
| 6. | To assist in the destruction of unsatisfactory consignments ensuring that goods are destroyed at the correct waste facility. |
| 7. | To assist in any necessary enforcement activity commensurate with the role and where necessary to provide evidence in court. |
| 8. | To carry out relevant database and administrative functions including use of Information Management Systems such as PHILIS, IPAFFS and FSA risk-likelihood dashboard. To carry out documentary checks, data input, document management and respond to customer enquiries. |
| 9. | To provide appropriate support to other relevant stakeholder including customers, agents and importers as required. |
| 10. | To provide advice and guidance to other enforcement agencies operating within the BCP and other staff involved with the operation Inland Border Facility as required. |
| 11. | To respond to complaints and requests for advice in accordance with standard operating procedures. |
| 12. | To maintain knowledge of relevant legislative requirements in order to undertake the above duties. |
| 13. | To be available to support other sections within the council as relevant to its responsibilities as a food authority when demand requires and in line with the post holders qualifications and experience. This extends to wider public health responsibilities and may involve temporary secondment. |
| 14. | To carry out any reasonable requests as may be made from line management and undertake such other relevant duties as may from time to time be required. |
| 15. | To act in accordance with the council and service policies and procedures. |

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| 16. | **Equal Opportunities**a) To promote equality of opportunity in employment and service provision, and eliminate unlawful discrimination.b) To recognise that people have different abilities to contribute to the Council’s goals and performance and to take necessary action to give everyone a chance to contribute and compete on equal terms. |
| 17. | **Emergency Planning**1. To participate as required in the Council’s Emergency Planning operations including undertaking training and exercising as directed
2. To participate in the response to an emergency which may involve duties outside your normal job description and at times outside your contracted hours.
3. To participate in the recovery stage following the emergency.
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| 18. | **Business Continuity**In the event that an incident has occurred which disrupts the Council's ability to deliver its critical functions, to undertake duties within your competencies in other departments and/or at other locations. |
| 19. | **Data Protection**To ensure that data quality and integrity is maintained and that data is processed in accordance with Council policy, the Data Protection Act, the Freedom of Information Act, and other legislation. |
| 20. | **Health and Safety**All employees have responsibilities under The Health and Safety at Work Act 1974. These responsibilities are laid out in the Council’s Health and Safety Policy, available on the Intranet or from Personnel. |
| 21. | **Additional Duties**To undertake any additional duties of a similar level of responsibility as may be required from time to time. |
| **OTHER CONDITIONS:** The post holder must maintain at all times a satisfactory BASIC report from the Disclosure and Barring Service**.**Post holders will be required to handle and be exposed to food product allergens, for example, fish, peanuts, tree nuts etc.FEBRUARY 2021 |

**PERSON SPECIFICATION**

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| **JOB TITLE:** | **Port Health Technical Assistant**  |
| **POST NUMBER:** | 6840A |
| **SERVICE:** | **Ashford Border Control Post** |

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|  | **Essential** | **Desirable** |
| **EDUCATION & TRAINING/ QUALIFICATIONS** | * Level 3 qualification e.g. BTEC Environmental Health, or 2 A levels, NVQ2 or equivalent in relevant subject(s)
 | * Knowledge of the Public Sector and/or other regulatory services
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| **EXPERIENCE** | * Previous significant experience working in industries associated with food, food safety, import/export sector or closely related fields including dealing with visits from regulators
 | * Previous experience within an enforcement or other regulatory field
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| **SKILLS & KNOWLEDGE** | * Able to demonstrate competency in the use of email, word processing and spreadsheets
* Good level of numeracy and literacy
* Able to demonstrate a commitment to the delivery of first class customer service
* Able to demonstrate skills in solving problems
* Able to prioritize work and respond to varying caseloads
 | * Aware of EU/UK food law
* Aware of health & safety risks and controls
* Database skills
* Willing to further career through study
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| OTHER REQUIREMENTS | * Flexibility to meet the needs of the service and council
* Desire to learn within the role and Service
 | * Full Driving Licence
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| **OTHER ESSENTIAL REQUIREMENTS TO CARRY OUT POST:** * The post involves working a shift pattern over 24 hours/7 days per week/365 days per year.
* Able to work remotely or within the Civic Centre as well as the Ashford BCP which will be the primary place of work i.e. when undertaking physical inspections.
* Working in temperature controlled environments and at height.
* Physical fitness as lifting and other physical work will be necessary on a daily basis, particularly when sampling.
* Sensory abilities e.g. ability to assess visual or olfactory evidence.
* Exposure to food product allergens, in particular nuts (e.g. peanuts, tree nuts).
* Working in other Council locations and other locations to meet the requirements of the position.
* A commitment to own development and to supporting training and development initiatives.
* The post holder must maintain at all times a satisfactory report from the Disclosure and Barring Service.
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| **KEY COMPETENCY AREAS** |
| Our Competency Framework has been developed and reviewed over several years in order to achieve a set of professional and key behaviours that our team display every day within our roles. It applies to every member of staff, regardless of their role or service that they work for. It considers best practice but also the level at which our team members work in different areas of their job. So although the competency itself will apply to all levels, how it is evidenced within the individual job role may vary.The competencies will be used for:**Recruitment and Selection** – interview questions will be based on these key behaviours to ensure we are bringing the right people into the organisation.**Performance management including appraisals** – to keep checking that we are all displaying the right behaviours that will ensure the success of the council’s aspirations**Training and development** – to help our teams and individuals focus on developing key behaviours and characteristics |

