

<b>Post title</b>	<b>Water Quality Officer</b>
<b>Division / Section</b>	<b>Place Management / Scientific, Bereavement &amp; Registration Service</b>
<b>Department</b>	<b>Place</b>
<b>Responsible To (Title)</b>	<b>Operational Manager</b>
<b>Number of post holders</b>	<b>4+</b>
<b>Acting up/ Secondment</b>	

### **Purpose of Job**

Provide on a commercial basis a customer focussed high quality water hygiene and safety service in conformance with the relevant Legionella control code of practice and guidance and other regulations and standards to local authorities, other public bodies, private organisations and individuals in an environment of continuous improvement.

### **MAJOR TASKS/JOB ACTIVITIES**

Provide a range of Legionella risk assessment, water system plumbing activities and other technical support services to ensure water quality and hygiene in conformance with the relevant Legionella control code of practice and guidance and other regulations and standards to achieve a best value and customer focussed outcome.

Keep up to date with current legislation and guidance and lead the continual improvement of quality and safety in water systems. Provide technical advice and consultancy to customers.

Undertake a safe system of work carrying out and supervising system maintenance tanks which may include repair and maintenance of TMVs, water system disinfection and general plumbing work.

Coordinate and deliver a programme of Legionella control monitoring inspections.

Responsible for taking water samples for laboratory testing.

In liaison with the Operational Manager/Team Leader provide cost quotations to members of the public and other organisations.

Lead, organise and deliver Legionella awareness training courses.

Lead and maintain work processes and procedures which comply with appropriate accredited quality assurance systems such as UKAS in the area of Legionella risk assessment and sampling.

### **Supervision and Management of People (Numbers and type of staff)**

Supervision but not management of up to 4 technical assistants and other support staff when working together off site.

## **Creativity and Innovation**

Deploy creative solution skills to a task to achieve the agreed outcome.

Lead innovation in the work area to drive efficiency and effectiveness of the service.

Implement best practice to develop and improve scientific and technical support provided to the team.

Adapt to changing procedures and policies across the breadth of work and be able to contribute to the development of the service.

Customer focussed with excellent interpersonal skills and be able to communicate effectively and clearly in a positive and open way with all service customers.

## **Contacts and Relationships**

Develop and maintain effective relationships with a diverse range of people and internal and external customers.

Day to day contact with staff within their own service and other Council staff in various departments and other partners as well as providing technical support to Team Leader(s) and Operational Managers.

Regular contact with customers, dealing with technical enquiries and complaints in relation to the relevant service area. This includes attending customer sites for the purpose of providing a price and service quotation and require arrangement and coordination of sub-contractors to deliver customer satisfaction.

Work closely with facilities or building managers and occupiers to resolve problems identified during Legionella risk assessments.

The emergency response to a high profile Legionella outbreak situation may require contact with elected members and emergency responders in an environment that may attract media attention and potential legal action against the Council. Sampling from homes of affected individuals at the request of prosecuting authorities will require to be dealt with in a sensitive manner.

## **Decisions (Discretion)**

Assess the criticality of any breach in the Legionella control regime at a property and report without delay high risk failures requiring immediate attention to Facilities Management and line manager. Take responsibility and arrange for any immediate remedial measures to be carried out. Advise on site staff of any immediate actions required.

Carry out duties with limited supervision, consulting a team leader or manager for non-routine enquiries work or specialist guidance.

Be able to resolve enquiries and complaints at first point of contact. Use initiative to take action if necessary, reprioritise as circumstances change and decide when problems or decisions should be referred to the relevant officer.

## **Decisions (Consequences)**

Has allocated tasks which must be undertaken to ensure the efficient effective and safe operation of the service area. Respond appropriately effectively to enquiries providing a high level of service provision to customers.

The decisions made will impact on the health, safety and welfare of building occupants and users. An adverse event such as a Legionella outbreak may cause reputational damage to the Council and result in legal action by the Health and Safety Executive.

## **Resources**

Responsible for equipment and materials associated with the post and those required by the service area which include vans, work tools, IT equipment and cash when disposing of scrap metal.

## **Environment – Work Demands**

May be required to work out with normal working hours and at short notice to deal with emergency situations.

Main functions will normally be constant with occasional peak demands including unexpected emergency situations and requirement to work to specific deadlines.

## **Environment – Physical**

Manual handling and lifting: carrying heavy sample bottles, equipment or water tanks on a daily basis, entry into confined spaces, use of ladders and safety equipment on a daily basis. (40%)

## **Environment – Working conditions**

The post will be exposed to some adverse working conditions including working outside (10%) and in dirty difficult conditions such as in solums and attics (20%).

May be exposed on a daily basis to hazardous or infectious materials and appropriate PPE will be supplied and used when required.

## **Environment – Work Context**

The post will have requirement to take care in relation to the working environment especially when working in confined spaces such as attics and solums,

Care should be exercised in the prolonged use of IT equipment in accordance with the Council's policy and guidelines. Health and safety guidelines with risk assessments should be adhered to when conducting site visits. Operate in accordance with the Council's Lone Working policy.

## **Knowledge and Skills**

Educated to SCQF level 7 (HNC) in an appropriate technical qualification, or have considerable relevant experience and demonstrated competence.

Working in designated confined spaces will require appropriate training and certification.

Detailed knowledge of Legionella control codes of practice and other policies and procedures.

A working knowledge in the requirements of a quality system

Commitment to continuing professional development and a broad understanding of current issues in the area of water systems and Legionella are essential.

Current driving licence essential.

## **Health and Safety**

The Council must abide by relevant health & safety and employment law, as well as the common law duty of care. All members of staff are required take care for their personal health and safety and that of others who may be affected by their actions or inactions. You are therefore required to carry out your duties in a safe manner in accordance with instructions and in compliance with safety rules/procedures, regulations and codes of practice. You are required to advise your line manager if you become aware of any unsafe practice or condition or if you have any other safety concerns and should comply with accident and near-miss reporting procedures.

If you supervise, manage or lead other staff, you are also responsible for ensuring that the Council's operations are carried out in such a way that ensures, so far as is reasonably practicable, the health, safety and welfare of those staff and that of any others who may be affected. You will therefore conduct relevant risk assessments and assign duties with appropriate instructions, in compliance with safety rules/procedures, regulations and codes of practice. You will address and/or escalate any issues of any unsafe practice, condition or any other safety concerns you identify or that are brought to your attention, taking appropriate advice as necessary and will ensure that accident and near-miss reporting procedures are understood and complied with.

## **Organisation Structure**