

Day in the Life: Specialist

Start of
the day



You plan your day based on a combination of proactive visits required, requests received and project work needed. Today you start work at home and log onto your mobile device to check for new requests or urgent work. Requests for work drop into your work tray in Civica 360, often via the case team, or direct via email for ongoing cases.



Before heading out on planned inspection work (such as food hygiene or environmental permit inspections) the case team submits a query regarding customer submitted information for an HMO licence application. The case team are unsure if the information is acceptable so you offer support and make a judgement so the application can be progressed.



Inspection forms will be completed on-site via the mobile device which will auto-populate the APP back office system. Any actions required from the case or locality team will automatically be raised via Civica 360 and be sent to the relevant work trays.



You investigate a complaint about noise nuisance and house conditions, visiting the complainant to gather necessary information and the source of the complaint to gather evidence. The app record will be updated online during the visit.



Meeting with all the Environmental Health specialists at Brympton Way occurs after lunch to discuss work priorities of the upcoming fortnight, any technical issues that have arisen, changes to practices and procedures, and a review of projects being undertaken. A new corporate project has arisen this week and there is discussion about the best person to participate in this.



A Locality Officer meets with you after requesting specialist support in a private water risk assessment being undertaken. After this, you collect your children from school and head home. After half an hour with your family, you log in to complete follow up work from the morning's inspection and complaint investigation. There are letters that need writing and emailing along with a formal notice.

End of
the day