

Job description
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Job title	Senior Consultant
Location	Field based – working from home with travel to client premises and Food Alert offices
Hours of work	Monday – Friday: 8.30am – 5.30pm (very occasional weekend work possible)
Objectives of position	To provide food safety and health & safety consultancy services on behalf of Food Alert to our extensive client base. This includes auditing, coaching, training and supporting them to help the client meet legislative and good practice requirements.
Reporting to	Client Services Director
Working relationships	Managing Director, Operations Director, Client Services Directors/Managers, Senior Consultants, Planning and Client Support teams
Key duties and responsibilities	<p>This role is wide and varied and the following duties will be undertaken:</p> <ul style="list-style-type: none"> <li>• To carry out a variety of food hygiene and health &amp; safety inspections and records audits at clients' premises</li> <li>• To produce reports for the clients based on these audits and inspections.</li> <li>• To carry out risk assessments within hospitality client premises.</li> <li>• To conduct new client set up visits, including the implementation of our Alert65 compliance platform</li> <li>• To carry out client-specific training.</li> <li>• To play an active role in the delivery of client specific projects</li> <li>• To provide advice and consultancy support to our clients including the provision of food safety and H&amp;S management systems and HACCP's</li> <li>• To complete on-site accident investigations or food poisoning outbreak investigations on an as and when required basis</li> <li>• To adopt the role of Account Manager/designated consultant for a number of clients – mainly individual restaurants/hotels and small groups.</li> <li>• To assist with the delivery of the Food Alert Advice Line, responding to requests for advice within set timeframes.</li> <li>• To provide feedback to Account Managers where necessary following visits to client premises to assist with the improvement of relationships between Food Alert and the client.</li> <li>• To provide feedback to the IT development team as necessary regarding the Alert65 platform</li> <li>• To attend team meetings</li> <li>• To attend internal technical training (CPD) sessions and external training courses as arranged</li> </ul>

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	<ul style="list-style-type: none"> <li>To manage emails to ensure queries/requests (internal and external) are replied to in a reasonable time</li> </ul>
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## Person Specification

<b>Core skills and attributes</b>	<ul style="list-style-type: none"> <li>Relevant food safety and health &amp; safety knowledge and experience, 2 years experience in the food sector and ideally higher level qualification (usually minimum BSc Environmental Health or equivalent).</li> <li>Excellent organisational skills and the ability to manage own time effectively.</li> <li>Experience of conducting food safety and health and safety audits of hospitality premises with a focus on hotels, restaurants, pubs and bars</li> <li>Strong interpersonal skills and the ability to build long lasting relationships.</li> <li>Ability to provide a constructive approach with clients and forge a professional and valued relationship.</li> <li>IT: MS Office, CRM, auditing software.</li> <li>Conscientious and able to apply a consistent standard and approach.</li> </ul>
<b>Personal Competencies</b>	<ul style="list-style-type: none"> <li>A strong customer focus and excellent relationship building skills</li> <li>Strong process analysis skills, with a focus on optimising service provision.</li> <li>Excellent interpersonal skills.</li> <li>Strength of character and the ability to achieve positive change.</li> <li>A desire to learn and develop</li> </ul>
<b>Specific Knowledge</b>	<ul style="list-style-type: none"> <li>Proficient in the use of MS Office applications</li> <li>Knowledge of the food safety and health and safety environment,</li> <li>Knowledge of hotel operations and associated facilities</li> </ul>