

Job Description: Senior Consultant	
Location	Field based (London) – 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)
Reporting to	Client Services Director
Working relationships	Managing Director, Operations Director, Client Services Directors/Managers, Senior Consultants, Planning and Client Support teams
Key Responsibilities	<ul style="list-style-type: none"> • To carry out food safety and health & safety inspections and records audits at clients' premises. • To produce reports for the clients based on these audits and inspections. • To carry out risk assessments (occupational, manual handling, personal protective equipment) within hospitality client premises. • To conduct new client set up visits, including the implementation of our ALERT65 compliance platform • To carry out client-specific training. • To provide advice and consultancy information for clients. • To adopt the role of Account Manager for a number of clients – mainly individual restaurants/hotels and small groups. • To complete allegation of food poisoning, allergic reaction and foreign body investigations digitally and in person at client premises. • To assist with the delivery of the Food Alert Advice Line, responding to requests for advice within set timeframes. • 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. • To provide feedback to the IT development team as necessary regarding the ALERT65 platform.

- To respond to specific instructions/requests from the Operations Director.
- To attend team meetings.
- To attend internal technical training (CPD) sessions.
- To manage emails to ensure queries/requests (internal and external) are replied to in a reasonable time.
- To partake in arrangements as the office-based consultant on a rota basis, responding to Advice Line queries, and undertaking the investigation of alleged food poisoning complaints as required.

Person Specification

Core skills

- Relevant food safety and health & safety knowledge and experience (usually minimum BSc Environmental Health or equivalent industry experience plus professional qualifications – at least L4 Food Safety essential).
- Excellent organisational skills and the ability to manage own time effectively.
- Experience of conducting food safety and health and safety audits of hospitality premises with a focus on hotels, restaurants, pubs and bars
- Strong knowledge of the hotel sector with experience of auditing facilities such as spas and swimming pools within hotels would be an advantage
- Strong interpersonal skills and the ability to build long lasting relationships.
- Ability to provide a constructive approach with clients and forge a professional and valued relationship.
- IT: MS Office, CRM, auditing software.
- Conscientious and able to apply a consistent standard and approach.

Competencies	<ul style="list-style-type: none">• A strong customer focus and excellent relationship building skills• Strong process analysis skills, with a focus on optimising service provision.• Excellent interpersonal skills.• Strength of character and the ability to achieve positive change.
Specific knowledge	<ul style="list-style-type: none">• Proficient in the use of MS Office applications• Knowledge of the food safety and health and safety environment,• Knowledge of hotel operations and associated facilities