

Job description

Job title	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	<ul style="list-style-type: none"> To carry out food hygiene 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.

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	<ul style="list-style-type: none"> 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.
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Person Specification

Core skills and attributes	<ul style="list-style-type: none"> Relevant food safety and health & safety knowledge and experience (usually minimum BSc Environmental Health or equivalent industry experience plus professional qualifications). 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 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.
Personal 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

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