

## CITY OF WANNEROO POSITION DESCRIPTION – OPERATIONAL LEADER

<b>POSITION TITLE:</b> Senior Environmental Health Officer	<b>DIRECTORATE:</b> Planning & Sustainability	<b>DATE:</b> February 2019
<b>REPORTS TO:</b> Coordinator Health Services	<b>SERVICE UNIT:</b> Health & Compliance	<b>LEVEL:</b> 7
<b>POSITION NUMBER:</b> CB31002 / 34200; 34300	<b>SUB UNIT:</b> Health Services	<b>ROLE FOCUS:</b> Advice
<b>ROLE BALANCE:</b> (People/Scheduling/Technical) 50/20/30	<b>JOB FAMILY:</b>	<b>ANZSCO CODE:</b>

### ORGANISATIONAL CONTEXT

The City of Wanneroo (the City) is an expanding and thriving Local Government on the northern fringe of the Perth Metropolitan area, located approximately 12km from the CBD at its nearest point and 62km at its furthest point. Our community, council and City administration are working actively towards our vision of building a future together by collaborating with all stakeholders.

### DIRECTORATE CONTEXT

The **Planning & Sustainability Directorate** is responsible for managing all of the land use planning, development and integrated compliance functions of the City; supporting projects from inception, assessment, approval, and delivery of new developments and communities. The Directorate provides effective and proactive planning and compliance services to ensure great places and quality lifestyles.

### POSITION CONTEXT

Under broad supervision of the Coordinator Health Services , this position is accountable for the provision of quality outcomes in accordance with customer needs as outlined in the Service Plan and Performance & Development Review Conversation, by applying skills, knowledge, experience and judgement, involving the performance of non-repetitive tasks governed by established policies, procedures, methods and guidelines.

As an Operational Leader, this position provides direction, guidance and coaching to staff under day-to-day supervision using advanced resources allocation and people skills to achieve quality outputs aligned to customer needs.

The role communicates with a range of customers and stakeholders including consultants and contractors, government departments and agencies, other local governments, the business community, vendors and suppliers, members of the public and City Leaders and employees.

The role may be exposed to members of the public who may be agitated and challenging, requiring the use of conflict management, resilience and coping skills. Post-holders must be able to communicate with a wide variety of people in a professional manner, displaying patience, tact and diplomacy when needed.

The role exercises the legislated and delegated powers of an Environmental Health Officer under the provisions of relevant legislation. This role may work outside of normal business hours to support the delivery of Service Unit activities.

The City values an agile workforce where people are engaged to deliver better customer outcomes and have the capacity to adapt to changes in the internal and external environment. As such all roles may be required to work in any Service Unit across the City, subject to consultation, and perform activities outside of those described in this position description, aligned to the skills, qualifications and training. A positive, proactive approach to

change is required.

## FUNCTIONAL ACCOUNTABILITY

Provides an environmental health service, including supervision of a team, to a high quality standard that meets customer needs, corporate standards and legislative requirements within prescribed time limits.

Encompasses an individual person delivering outputs to meet their own individual performance outcomes aligned to business objectives and set out in their annual performance review.

## KEY ACCOUNTABILITIES

### KEY RESULTS AREAS      OUTCOMES

Provide Supervision	<ul style="list-style-type: none"><li>• Productive work performance, including performance, conduct and safety of staff under day-to-day supervision.</li><li>• Allocation of tasks to staff under day-to-day supervision within limits set by the Coordinator ensuring the efficient and effective deployment of resources.</li></ul>
Collaboration & Teamwork	<ul style="list-style-type: none"><li>• Contributes to a cohesive team environment by sharing information, supporting and assisting colleagues in a proactive manner to meet goals and deadlines.</li><li>• Thinks critically and actively collaborates with colleagues and Leaders.</li><li>• Contributes to the development of business improvement initiatives, as well as encouraging active participation of staff under day-to-day supervision.</li></ul>
Engage Customers & Stakeholders	<ul style="list-style-type: none"><li>• Engages with customers and stakeholders, enabling the consistent application of City policies, procedures and processes.</li><li>• Acts as a point of contact for customers and stakeholders and responds to enquiries ensuring that these are addressed, resolved and/or re-directed for resolution.</li><li>• Liaises with customers and stakeholders to deliver service excellence, ensuring that information is accurate, consistent, clearly communicated and issues are resolved in a timely manner.</li><li>• Acts as an escalation point for customers and stakeholders on environmental health matters, ensuring that these are addressed and resolved.</li></ul>
Efficient & Effective Delivery	<ul style="list-style-type: none"><li>• Provides environmental health services, including assessments, inspections and approvals, within prescribed time limits, ensuring compliance with relevant legislation, local laws and the City's policies and procedures.</li><li>• Initiates prosecution action and participates in legal proceedings in accordance with policies, procedures, local laws and legalisation when noncompliance is identified.</li><li>• Prepares reports in functional area or activity tailored to the needs of the audience.</li><li>• Ensures the standard of work for staff under day-to-day supervision is to standard.</li><li>• Processes and practices are continually reviewed, ensuring delivery of quality outcomes and results for customers.</li><li>• Proposes innovation and business improvement initiatives within area of accountability / activity.</li></ul>
Systems & Processes	<ul style="list-style-type: none"><li>• Maintains relevant registers, databases and systems, ensuring that information is accurate, stored correctly and accessible as required and meets legislative requirements.</li><li>• Follows the City's administrative systems and processes, ensuring that information is accurate, stored correctly and accessible as required.</li><li>• Contributes to the development of processes that support the work of the Service Unit.</li></ul>
Resources, Governance, Compliance & Risk	<ul style="list-style-type: none"><li>• Ensures knowledge of and complies with safety, legislative, regulatory, financial and administrative frameworks.</li><li>• Represents the City in an honest, ethical and professional way, ensuring adherence to the City's Code of Conduct.</li><li>• Demonstrates high and proactive concern for health, safety, environment, community and the City's reputation.</li></ul>

## CAPABILITIES REQUIRED

### Qualifications, Requirements and Experience:

- University qualification in Environmental Health that affords eligibility for appointment as an authorised officer pursuant to relevant State legislation.
- Relevant experience is a similar role.
- Intermediate experience in the efficient utilisation of information systems and technology.
- Provide First Aid Certificate.
- C Class Drivers Licence.

### Skills and Knowledge:

- Intermediate computing, numeracy and literacy skills.
- Intermediate organisational skills with the ability to prioritise competing tasks.
- Advanced customer service skills.
- Intermediate communication and problem-solving skills.
- Skilled in supervising the work of others, providing technical assistance and motivating staff.
- Intermediate research and analysis skills.
- Intermediate negotiation and influencing skills.
- Knowledge of the practical application of occupational health and safety measures in the workplace, including risk assessment and control implementation.

### Key Stakeholder Relationships:

- Support the Manager Health & Compliance and Coordinator Health Services to assist them to carry out their roles.
- Communicate, engage and provide support / advice to relevant stakeholders and customers.

### Role Authorities:

- Assignment of day-to-day tasks within limits agreed by the Coordinator Health Services.
- Local Government Act Regulations and Act delegations that are specific to the role.
- Required to exercise responsibility and use of initiative and judgment in problem solving and support at a Team Member level.

## VERIFICATION

The content of this Position Description is an accurate statement. Position Descriptions will generally be reviewed and updated where necessary and / or within a period of 12 months.

**Leader Name** Wayne Harris

Signature



Date 28/11/18

**Next Up Leader Name** Steven Patten

Signature



Date 28/11/18