

Position description

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|------------------------------|------------------------------------|
| Position title | Environmental Health Team Leader |
| Personnel area | Lifestyle and Community Services |
| Branch | Compliance and Regulatory Services |
| Reports to | Business Manager |
| Classification | Band 7 |
| Industrial Instrument | Salaried Staff Award |

Eligibility

To be appointed to a permanent position, you must be an Australian citizen, or have permanent residency status, or a visa permitting you to work in Australia permanently. If you have a visa permitting you to work temporarily in Australia, you may be appointed to a temporary or casual position, providing the work complies with the conditions of your visa.

Primary position purpose

Manage and coordinate an Environmental Health team in a cost effective and customer focused manner to ensure the best outcomes. Provide quality advice and contribute to effective strategic and business planning for Environmental Health across the City of Brisbane.

Key accountabilities

1. Lead and role model customer focused behaviour by thinking and planning for customer implications before reacting or implementing.
2. Model and lead performance excellence and values-based culture in line with Council's [Leadership Blueprint](#).
3. Manage and coordinate Environmental Health operations and resources in a cost-effective manner and engage in effective strategic and operational business planning.
4. Provide ongoing review of systems, practices and processes within the team to identify opportunities for business improvement.
5. Negotiate sensitive and complex matters with internal and external customers and organisations to ensure best environmental health outcomes for the City and its people.
6. Provide leadership and direction to the team, to ensure it achieves quality outcomes within the agreed standards of service.
7. Research and analyse external environmental health trends, emerging issues and responses at local, state and national levels that are likely to affect Council's strategic and service delivery response; and provide advice on potential implications for Council.
8. Coordinate and undertake statistical and trend analysis of environmental health functions and systems and develop and deliver on recommendations for continuous improvement.
9. Develop and deliver an integrated workplace culture that focuses on accountability, problem-solving and seamless service delivery.
10. Work collaboratively and in partnership with key customers, stakeholders to manage effective resolution of complex and sensitive Environmental Health matters. This may also include enforcement, City Legal and State Government regulatory agencies.
11. Deliver highly developed knowledge of relevant environmental health legislation, local laws, regulations, policies, procedures and guidelines to effectively operate Environmental Health function and operations.

12. Ensure the team applies consistent application of relevant environmental health legislation, local laws, regulations, policies, procedures and guidelines.
13. Conduct coaching and mentoring and ensure appropriate development is provided to staff, to ensure capability for the efficient operation of the environmental health function.
14. Promote achievement of high-quality compliance outcomes through the delivery of educational initiatives and materials. This may include manuals, guidelines and information sheets.

NOTE:

Employees may be required to undertake duties within the limits of their skill, competence and training, consistent with their band level, in any area of Council.

Employees will be required to participate in an on call roster, reasonable after hours activities and overtime when required by business needs or disaster events.

Position dimensions

Key relationships and influences

| Who | Why |
|---|--|
| Internal | |
| Business Manager | Provide key deliverables outlined in key accountabilities and primary position purpose. |
| Lifestyle & Community Services Divisional Management Team | Provide key deliverables outlined in key accountabilities and primary position purpose. |
| Compliance and Regulatory Services staff | Provide key deliverables outlined in key accountabilities and primary position purpose. |
| External | |
| People who live, work, study or visit Brisbane | This position provides support to Council who directly serve people who live, work, study or visit Brisbane. |
| Elected Council Members | This position provides support to Council who directly serve the people of Brisbane. |
| Business and community stakeholders | This position provides support to Council who directly serve people who live, work, study or visit Brisbane. |
| The Office of the Lord Mayor | This position provides support to Council who directly serve the people of Brisbane. |

Resources and Budgets

| Resources | | Budget | |
|----------------------|-----------------|----------------------------|----------|
| Direct Reports | 2-4 | Operation expenditure | Nil |
| Indirect Reports | Nil | Capital expenditure | Nil |
| Total | <u>up to 25</u> | Human Resource expenditure | \$4.5mil |
| Assets | Nil | Other expenditure | Nil |
| Financial Delegation | Nil | Income -Fees and Charges | \$3.5mil |
| HR Delegation | N/A | Other Income | Nil |

Position capabilities

Capabilities for the role

The Brisbane City Council capability framework is in development. Over time positions will have mandatory, foundational and functional capabilities. Mandatory capabilities are essential at commencement in a position.

| Mandatory | Description |
|-----------|-------------|
|-----------|-------------|

| | |
|--------------------------------|---|
| Qualifications | Tertiary qualification in Environmental Health or agreed equivalent that would allow for eligibility for appointment as an authorised officer under relevant legislation. |
| Criminal History Check | Due to the requirements of this role a criminal history check will be undertaken on preferred applicants. A criminal history does not necessarily preclude an applicant from appointment. |
| C class drivers licence | Possession of a current "C" Class driver's licence |

| Foundational | | | | | |
|---------------------|-----------------|-------|------------------|-----------------|-------|
| Capability group | Capability name | Level | Capability group | Capability name | Level |
| In development | In development | | | | |
| | | | | | |
| Functional | | | | | |
| Capability group | Capability name | Level | Capability group | Capability name | Level |
| In development | In development | | | | |
| | | | | | |

Organisational accountabilities

Be familiar with and follow the spirit and content of **Council's Code of Conduct**. A copy of this is provided with your appointment letter if successful, or can be accessed on Council's Performance and Conduct site.

Be familiar with and undertake all work in accordance with relevant policy and legislation, including:

- Council's Inclusion Blueprint, Awards and Enterprise Agreements, City of Brisbane Act, Council Local Laws and Anti-Discrimination legislation
- Council's Values and Behaviours
- Council's Zero Harm Policy Statement
- Workplace Health and Safety (WHS) legislation
- Relevant WHS Responsibility Statement
- Brisbane's Customer Charter.

Consider all aspects of Zero Harm, including wellness, safety and health, appropriate to your position, as a requirement of Council's Zero Harm Management system.

Be familiar with our [Corporate Plan](#) as it serves as the guide for how Council will deliver services and activities for the next five years. It sets the medium-term objectives to enable Council to continue to work together with the community and retain our thriving and sustainable city for future generations.

Key selection criteria

Essential:

1. Demonstrated evidence of capabilities in Council's [Leadership Blueprint](#) to deliver performance excellence and a values-based culture.
2. Demonstrated experience in managing the effective delivery of operational Environmental Health functions.
3. Excellent operational understanding of the regulatory framework, in particular legislation, local laws, regulations, policies, procedures and guidelines pertaining to local government licensing and regulatory compliance in Queensland or ability to acquire such understanding.
4. Highly developed communication, negotiation, interpersonal, and customer service skills including high level collaboration and liaison skills to achieve effective outcomes.
5. Demonstrated experience in complex research, analyse and problem solving along with exercising discretion when dealing with a wide range of competing priorities.
6. Highly developed skills in undertaking thorough business analysis and design to implement effective business improvement strategies.
7. Ability to lead performance through setting clear direction and expectations, providing support and feedback and monitoring ongoing performance of individuals and the team.

Desirable:

1. Degree qualifications in Business Management.

Authorisation

| | | | |
|--|-----------|-------------|--|
| I hereby agree that this position description accurately reflects the work requirements. | | | |
| Manager name | Anne Lenz | | |
| Manager signature | | Date | |
| Employee name | | | |
| Employee signature | | Date | |

For office use only

| Job Architecture | | Classification Reclassification Committee | |
|-------------------------|---------------------------------------|--|------------|
| Work Level | Team Leader | CRC number | J772 |
| Functional group | Science, Health and Community | Original CRC date | 15/06/2007 |
| Job family | Health and Allied Health Professional | Version: | Modified |
| Job | Senior Environmental Health Officer | Modified date: | 29/06/2020 |
| ANZSCO | 251311 | Job ID | N/A |