

# Position Description

## Team Manager Environmental Health

Position Number	N00472
Level	SALARY
Division	Community Environment and Lifestyle
Reports to	General Manager Environmental Health and Regulation

### Townsville: City of Opportunity

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Townsville City Council is the largest local government authority in Northern Australia. We are committed to creating value by growing Townsville through driving economic diversity and generating an enriching lifestyle.

Our organisation provides and maintains close to \$9b worth of community assets including water and wastewater network and treatment plants, bridges, drainage, roads, waste management, community facilities, sporting venues and more.

We contribute to an active lifestyle for our residents and visitors through events, providing recreational facilities, protecting the natural environment and heritage, while creating a mentally and physically healthy city.

We are driving economic diversity and cultivating an enriching lifestyle, growing a city for this and future generations by building a vibrant, sustainable, and innovative city.

Council's vision is for Townsville to be a connected, lifestyle driven and innovation focused city while continuing to deliver service excellence and to be led by our community to create an exciting today and future.

#### Our Vision:

A globally connected community driven by lifestyle and nature.

#### Our Purpose:

Grow Townsville

#### Our Values:

Safety, Excellence, Respect, Value, Enjoyment



## Your Contribution

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This position will work to deliver exceptional customer service to our community, whilst continuing to innovate and create value in all work undertaken by Council. This work will be delivered through collaboration with the leadership team and in consultation with the Townsville community.

Through exemplar safety practices, personal accountability, and customer focus, this position will involve actively contributing to achieving the strategic vision for Townsville.

This position has clear expectations to role model the performance standards, values, behaviours and attitudes that are integral to our workplace culture and stakeholder reputation as an organisation of excellence.

This position plays a key role in providing leadership and policy advice for all aspects of environmental health including disaster management and working collaboratively across Council to champion our purpose of Growing Townsville and to deliver the Corporate Plan in consultation with the Townsville Community.

The Team Manager Environmental Health is a Leadership role with clear expectations for role-modelling the performance standards, values, behaviours, and attitudes that are integral to our workplace culture and stakeholder reputation as an organisation of excellence. The Team Manager plays a key role in advising the Senior Leadership Team and working collaboratively across the Leadership Team to champion our purpose of Growing Townsville and to deliver the Corporate Plan in consultation with the Townsville community. This position is accountable to the General Manager Environmental Health and Regulation and will be focused on the needs and aspirations of the Townsville community; growing and managing customer relationships, developing a culture of customer-centricity and personal accountability; and reshaping how we deliver services to maximise value.

The Team Manager Environmental Health provides Council wide leadership and is accountable for the teams:

- Environmental Health - Team 1
- Environmental Health - Team 2
- Vector Control Team
- Deputy Chair - Townsville Local Disaster Management Shelters & Evacuation Centre Subgroup
- Chair - Townsville Local Disaster Management Environmental Health Working Group

The Team Manager Environmental Health is involved in the strategic direction, management, establishment of outcomes and priorities for all aspects of Environmental Health issues, and manages the development, implementation and monitoring of policies and strategies to optimise the effective regulation of local, state, and federal legislation specific to the functions of disaster management, public health, environmental protection, shelters and evacuation centres, pandemics, personal appearances and food safety.

## Key Accountabilities

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Keeping the customer at the heart of all activities, this position will:

- Model positive safety behaviours and lead Workplace Health and Safety compliance of relevant policies, procedures and legislative requirements so *Everyone Goes Home Safe Today*.
- Deliver an outcomes-focused and value-adding culture where leaders and staff take personal accountability for delivering on Council's Corporate Plan and policies.
- Follow reasonable directions to maintain business continuity of critical business activities in the event of an unplanned disruption, including but not limited to a disaster or event.
- Prepare and lead the Townsville Local Disaster Management Shelters & Evacuation Centres Subgroup to be able to successfully respond to a disaster event, facilitate training, provide advice, prepare annual plans, conduct meetings, and negotiate Memorandums of Understandings between Council and external government departments and non-for-profit organisations.
- To be a core member of the Townsville Local Disaster Management Group and to provide expert advice and recommendations to the other core members and the Chair.
- Prepare and lead the Townsville Local Disaster Management Environmental Health Working Group to be able to successfully respond to a disaster event, facilitate training, provide advice, prepare annual plans, conduct meetings and to coordinate a collaborative response between Council and external government agencies.
- Translate the Councils' strategic vision, create a shared understanding of what has to be achieved and deliver the key initiatives, projects and service delivery actions as articulated in the Corporate Plan.
- Deliver a strong and sustainable financial position for Council through participatory budget setting and management with the Leadership Team and Councillors.
- Build a flexible, scalable and sustainable resourcing model which includes Council's internal partnerships, application of innovative and external partnerships with industry to deliver world leading practice.
- Create value through leading innovation and continuous improvement of systems, processes and work practices based on the needs of customers and leverage new technology and operating models to improve quality outcomes and consistency in service delivery.
- Lead the growth of Townsville to deliver human, social, and economic benefits for the community through strong working relationships with State and Federal Government ministers and departmental representatives, and key private sector parties and community organisations.

## Key Requirements

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- Demonstrated experience in embedding safety culture and Health Safety Management Systems through visible leadership and display of exercising due diligence and management of compliance and legislative obligations.
- Demonstrated outstanding contemporary leadership skills and behaviours, with the proven capacity to work collaboratively with the Leadership Team, to positively engage across the Divisions and with key stakeholders to develop innovative strategies, policies, plans and projects to achieve Council's priorities and aspirations (both regional and organisational).

- Proven experience in strong financial and budget management, balancing and negotiating available resources to deliver excellence in customer experience and managing the performance of community assets and lifestyle with statutory and legal obligations.
- Demonstrated strategic and policy acuity, with the ability to influence and shape attitudes and behaviours and engage Council, all employees, management and other stakeholders in a team approach to achieving success.
- Proven understanding of and ability to align quality service provision with the creation of unparalleled customer experiences, both within and external to the organisation.
- Exceptional interpersonal and communication skills, with particular emphasis in the areas of consultation, advocacy, negotiation, influencing, conflict resolution and assertiveness in order to resolve issues and meet changing organisational needs.
- Extensive experience in managing complex projects with demonstrated achievements in planning, design, governance, cost management, implementation, commissioning and reporting to the CEO.
- Exceptional personal drive, integrity and commitment as a team player, operating successfully to deliver the priorities of the elected Council, especially for those accountabilities that sit outside the specific divisional remit.
- Relevant tertiary/professional qualifications in Environmental Health or a related field (postgraduate qualification in Business Management highly desirable) and demonstrated track record of success as a Senior Manager in a large diverse organisation.
- Detailed knowledge of Environmental Health legislation including but not limited to the Local Government Act 2009, Environmental Protection Act 1994, Public Health Act 2005, t Food Act 2006, Public Health (Infection Control for Personal Appearance Services) Act 2003, Waste Reduction and Recycling Act 2011 and Agricultural Chemicals Distribution Control Act 1996.
- Proven experience in responding to and leading teams during emergency events.
- Understanding of the Queensland Disaster Management Arrangement (QDMA) and the Local Disaster Management Group and legislative roles and responsibilities.

## Position Dimensions

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Our Council employs 1700 staff and has an annual budget of \$868.1 million and assets of close to \$9 billion.

This position will be responsible for 19 FTE.

## Reporting Structure

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The Team Manager Environmental Health reports directly to the General Manager Environmental Health & Regulation.