

# Position Description

## Coordinator Environmental Health

Position Number	N0374, N02343
Level	LGO 8
Division	Community, Environment and Lifestyle
Reports to	Team Manager Environmental Health

### 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 \$9 billion 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 ensuring public safety and the protection of the environment and working collaboratively across Council to champion our purpose of Growing Townsville and to deliver the Corporate Plan in consultation with the Townsville Community.

Accountable to the General Manager Environmental Health and Regulation, this position 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.

This position provides leadership, direction and mentorship to a technically complex team in the delivery of multiple and simultaneous environmental health investigations, inspections and services across the Townsville Region.

In a disaster event this role is critical to lead, support and respond to activities within the section.

## 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.
- Provide technical and specialist advice/support to the Team Manager as well as the other areas of Council.
- Work with the state government, community and industry bodies to implement new/changes to legislation and policies across the city.
- Engage with members of the community and businesses to ensure the provision of service is meeting their requirements.
- Monitor the Environmental Health team's performance with respect to the requests, inspections, applications and approval process activities while engaging in a process of continuous improvement and system development to ensure consistent and accurate services.

- Coordinate, direct and lead a specialised multi-disciplinary team of Environmental Health Officers (and other teams in the section from time to time) and ensure the team remains current in industry trends and current legislation / requirements in the following areas:
  - Food
  - Disaster management
  - Environmental Protection
  - Public Health
  - Personal Appearances
  - Waste
  - Environmentally relevant activities
  - Footpath dining
  - Development approvals
  - Breaches of state legislation and local laws
- Exercise responsibility with a council structure including preparing reports to committees and council and representing council.
- Lead the Environmental Health team to achieve its operational objectives
- Exercise a high level of financial management skills to prepare budgets and monitor expenditure to ensure the responsible allocation of funds.
- Assist, coach and mentor direct reports in the interpretation and application of relevant legislation, standards, codes, policies, guidelines and procedures when assessing applications and conducting investigations.

## Key Requirements

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- Demonstrated experience role modelling a positive safety culture and adherence to the Health Safety Management Systems through visible leadership and exercising due diligence and management of compliance and legislative obligations.
- Bachelors Degree in Environment Health or related field.
- Extensive experience required in Environmental Health; minimum of 5 years' experience is essential.
- Demonstrated extensive experience in leading a high performing team to achieve on operational activities including deploying resources efficiently and effectively and supporting other coordinators as required.
- Demonstrated capacity to build capability of team members in a multi-disciplinary team; this includes implementing performance monitoring, structured training, mentoring and guidance.
- Identify and implement continuous improvement opportunities in the delivery of services and ensuring quality outcomes.
- Demonstrated capacity to build and maintain key working customer/supplier relationships with internal and external stakeholders.
- 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.
- Excellent customer and stakeholder engagement skills, including experience in communication, negotiation, consultation and conflict resolution.
- Demonstrated experience in reviewing escalated/high risk/complex investigations and making sound determinations based on evidence; represent council as required in legal proceedings.
- Provide comprehensive technical advice on high-risk activities
- Current unrestricted "C" class drivers licence.
- Authorised Persons card or ability to obtain.

- Current Working with Children Clearance (Blue Card).
- Comprehensive written and verbal communication skills, with the ability to write complex reports, action plans, policies/procedures, and strategies. Demonstrated effective analytical, problem solving and investigative skills with the ability to formulate, implement and monitor new operational strategies.
- Other responsibilities as reasonably directed.

## Position Dimensions

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

This position will be responsible for 5 FTE.

## Reporting Structure

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The Coordinator Environmental Health reports directly to the Team Manager Environmental Health.