



McArthur
Best people fit. Making a difference.

Candidate Information Pack



COORDINATOR ENVIRONMENTAL HEALTH

City of Townsville

Closing: Monday 23 June 2025

#J7325



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1. The Application Process



Thank you for registering your interest and reviewing the details for the position of:

Coordinator Environmental Health with City of Townsville

Applications Close: Close of Business, Monday 23 June 2025

Reference: J7325

Attention: Rebecca McPhail, Resource Consultant – Executive Search (QLD/NT)

Applications: Must be received (**in Microsoft Word format only**) via the job link received from our website www.mcarthur.com.au)

If you require any assistance during the application process, please contact Julie Barr:



07 3211 9700



rebecca.mcphail@mcarthur.com.au

1.1 Your Application

Applications for this position should consist of two sections:

1. **Your CV** detailing your employment history, educational qualifications and contact details. The resume should clearly detail relevant achievements under each position held.
2. **Your cover letter** is your first opportunity to 'speak' to our client and will be most effective if you describe your motivation for applying and demonstrate your knowledge of the City of Townsville and its current challenges and opportunities. **Please include a formal response addressing the Position Requirements** – highlighted in the Position Description Key Requirements – Coordinator Environmental Health (section 3.2) (please keep response to approximately two to four pages). Each of the requirements should be briefly addressed under each of the headings listed.

1.2 The Recruitment Process

You may be contacted for further discussion about your application during the advertising and search phase which takes place up until the closing date of applications. Please contact our consultant if you have any questions regarding the opportunity or the process.

All applications received will be assessed on merit against the selection criteria and successful candidates will be invited to meet with M^cArthur's consultants for the first-round interview process. If you are not selected for interview, you will be notified by email.

1.3 Client Panel Interviews

Subject to the interviews referred to above, applicants will be ranked by merit and a shortlist for client panel interview determined. All applicants interviewed up to this point will be advised via email or telephone regarding the progress of their application. It has not yet been determined where the client interviews will take place, however it is likely these will be conducted initially online with shortlisted candidates travelling to Townsville.

Panel interviews generally take place 1-2 weeks after the application period closes, however this may be affected by availability of stakeholders involved in the process.

1.4 Assessments

Shortlisted candidates may be asked to complete an online Psychometric Assessment during this process.

At the appropriate time, information may be sought from your nominated referees. It is preferable that one of these referees is your most recent or current supervisor. Your permission will be sought prior to any contact being made. Your confidentiality is assured.

Please be advised that the successful applicant may be required to undergo a National Police History Check, Qualification Check and/or Pre-Employment Medical.

1.5 Privacy

M^cArthur operates under the **National Privacy Principles** set out in the **Privacy Act of 1988**. Further information regarding the Act and how M^cArthur will use and store your personal information can be found within the Privacy Policy on our website at

<http://www.mcarthur.com.au/privacy-policy.aspx>

As part of the recruitment process for senior appointments, M^cArthur will compile a matrix of all applicants summarising the recent employment and relevant qualifications for each. This matrix may be provided to clients to aid in shortlisting discussions. Please advise us at the time of applying if you do not wish your details to be included.

2. About the Role



Coordinator Environmental Health, City of Townsville

As the economic and industrial hub of North Queensland, Townsville is a dynamic and diverse city with a population exceeding 200,000 and spanning nearly 4,000 square kilometres. With a strong economic foundation in mining, education, construction, and defence, Townsville is fast emerging as a leader in renewable energy and cutting-edge technologies. The region offers a rare blend of vibrant urban living and access to breathtaking natural environments, including the Great Barrier Reef, tropical rainforests, and pristine island destinations—creating the ideal work/life balance in a city where you are 20 minutes from anywhere and offering free parking at the Depot worksite for this role.

Townsville City Council is the largest local government authority in Northern Australia, committed to creating value by growing Townsville through service excellence, driving economic diversity and generating an enriching lifestyle. Employing 1700 staff the organisation provides and maintains over \$7 billion worth of community assets.

Reporting to the Team Manager Environmental Health, you will provide leadership, strategic direction, and mentorship to a technically skilled and multi-disciplinary team of Environmental Health Officers. Your key responsibility will be to manage the delivery of complex and concurrent environmental health investigations and inspections across the diverse Townsville region.

You will play a vital role in coordinating and leading the team's work across a wide range of areas, including food; disaster management; environmental protection; public health; personal appearances; waste and environmentally relevant activities; footpath dining; development approvals and breaches of state legislation and local laws. Staying abreast of emerging industry trends, legislative updates, and best practices, you will ensure the team's services remain compliant, responsive, and community focused.

You are a proven people leader with extensive experience guiding operational teams and delivering high-quality outcomes in a customer-centric environment. Tertiary qualifications in Environmental Health or a closely related discipline are essential, as is advanced knowledge of Environmental Health legislation, regulatory frameworks, and compliance standards. You have demonstrated success in resource planning and managing competing priorities, strong written and verbal communication skills, with the ability to prepare complex reports, procedures, strategies and well-developed problem solving, analytical and investigative skills

A collaborative mindset with a commitment to mentoring, innovation, and service excellence will see you succeed, working in a highly supportive and established team environment where you will be part of a progressive organisation committed to innovation, community wellbeing, and sustainable development—while enjoying the exceptional lifestyle that only North Queensland can offer.

2.1 Location of Role

The Coordinator Environmental Health role is based in Kirwan.

Free parking is available for work at the Depot, however parking fees will apply for personal matters or in some other circumstances.

2.2 Qualifications and relevant experience required

- Bachelors Degree in Environment Health or related field.
- Extensive experience required in Environmental Health

2.3 Role Reporting

The Coordinator Environmental Health will report to the Team Manager Environmental Health and is responsible for 5 FTE.

2.4 Remuneration

- Base cash \$113,644 to \$128,384 (LGO8) plus superannuation
- Statutory Superannuation Guarantee – 11.5% employer
Note: 6% employee contribution is available via salary sacrifice – to select this option, complete the Salary Sacrifice Superannuation form that will be made available to you during your Onboarding Process.
- Relocation Assistance available per council policy and negotiated with the successful candidate

2.5 About You

This Coordinator role leads a team of 5 FTE, including 3 Environmental Health Officers, 1 Environmental Officer, and a currently vacant Graduate position. The team has a strong, positive culture so the successful candidate will need to bring collaborative leadership to maintain team cohesion and ensure seamless cooperation with the other Coordinator, as the two share responsibilities and work closely across teams.

Along with demonstrated leadership experience in a similar position, Local Government experience is preferred, but not essential. You may have experience working in a consultancy or similar.

The ideal candidate will be a driven, supportive leader who can balance competing priorities, mentor junior staff and maintain team morale and productivity.

Key personal attributes include a teamwork mindset, a non-competitive approach, and a willingness to contribute to shared goals across the wider team.

2.6 Opportunities

Opportunities

- Involvement in the roll out of Project Connect, an IT and tech project across the organisation
- Be involved in Disaster Management
- Heavily involved in the delivery of Environmental Health Officer Disaster Management Course on behalf of Environmental Health Australia. This role will facilitate sessions and run the exercise, usually late July / early August each year.

3. Position Description – Coordinator Environmental Health



| | |
|------------------|--------------------------------------|
| Position: | Coordinator Environmental Health |
| Position Number: | N0374, NO2343 |
| Level: | LGO 8 |
| Division: | Community, Environment and Lifestyle |
| Reports to: | Team Manager Environmental Health |
| Location: | Kirwan |

Townsville: City of Opportunity

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 over \$7b 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

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 Team 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.

3.1 Key Accountabilities

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.

3.2 Key Requirements

- 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
- Extensive experience required in Environmental Health.
- 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
- 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.

Mandatory Qualifications / Licences

- Bachelors Degree in Environment Health or related field.
- Current unrestricted "C" class drivers licence.
- Authorised Persons card or ability to obtain.
- Current Working with Children Clearance (Blue Card).

3.3 Position Dimensions

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.

3.4 Reporting Structure

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

APPENDIX A – GROWING TOWNSVILLE

GROWING TOWNSVILLE



Guiding Legislation

Townsville City Council is governed by the Queensland *Local Government Act 2009* and the Local Government Regulation 2012 and operates in line with the following principles:

- Transparent and effective processes and decision making in the public interest
- Ethical and legal behaviour of Councillors and local government employees
- Sustainable development and management of assets and infrastructure, and delivery of effective services
- Good governance of, and by, local government
- Democratic representation, social inclusion and meaningful community engagement.

Our Values

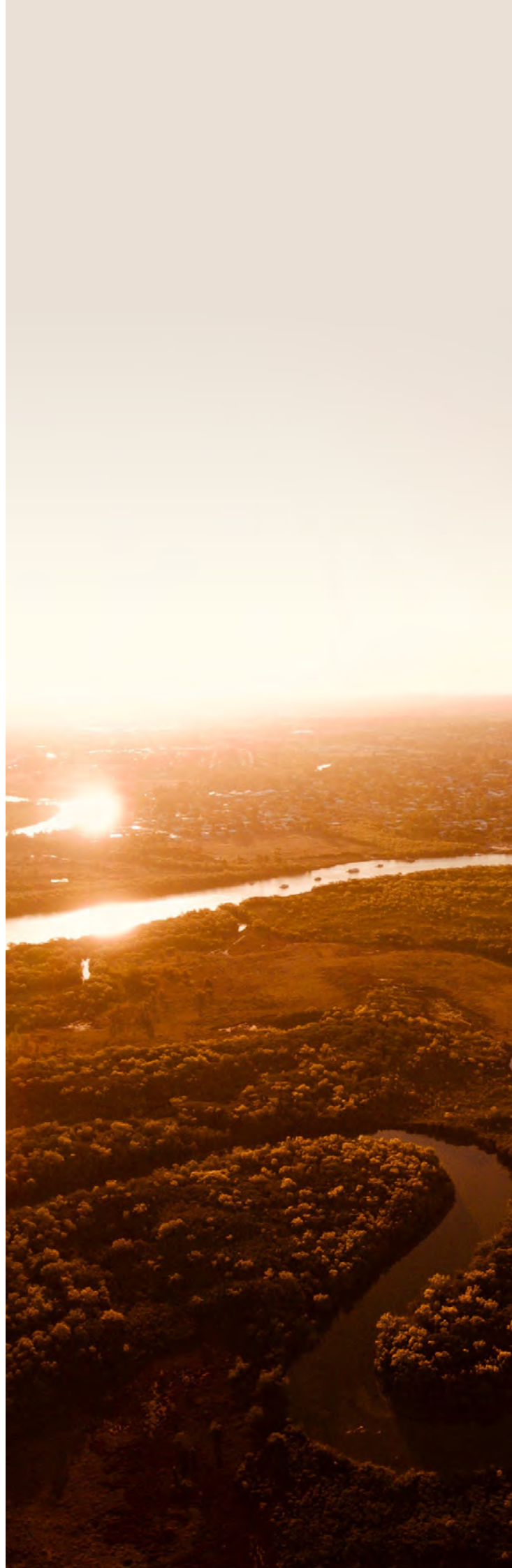
From new hires to experienced leaders, our employees are the essence and core of Townsville City Council. Our team culture and identity is based on our internal core values, SERVE.

- **Safety** – Everyone goes home safe today and every day.
- **Excellence** – We exceed expectations and get it right every time.
- **Respect** – We respect all people, their cultures and our environment - always.
- **Value** – Today we create value for tomorrow.
- **Enjoyment** – We work together to innovate, create and have fun.



Townsville City Council advises that all content is correct at time of printing. All information is subject to change without notice.

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ACKNOWLEDGEMENT OF COUNTRY

Townsville City Council acknowledges the Wulgurukaba of Gurambilbarra and Yunbenun, Bindal, Gugu Badhun and Nywaigi as the Traditional Owners of this land.

We pay our respects to their cultures, their ancestors and their Elders, past, present and all future generations.



TOWNSVILLE CITY COUNCIL

Our Vision:

**A GLOBALLY CONNECTED COMMUNITY
DRIVEN BY LIFESTYLE AND NATURE.**

Our Purpose:

GROW TOWNSVILLE

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

Our organisation provides and maintains over \$5.4 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 supporting 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.

HELPFUL LINKS

[Townsville City Council](#)

[About Council](#)

[Role of Council](#)

[Corporate Plan](#)

[Townsville City Council Budget & Operational Plan](#)

[Annual Report](#)

[Major Projects](#)



OUR LIFESTYLE

Townsville offers a dynamic lifestyle coupled with strong economic prosperity. Its tropical lifestyle complemented by capital city comforts, makes Townsville one of the most resilient, diverse and prosperous cities in Australia.

Boasting over 300 days of sunshine a year, and a convenient daily rush hour of less than 20 minutes, you won't find a better lifestyle than Townsville.

From its close proximity to tropical islands, lush rainforests and picturesque beaches, through to its diverse offering of sports, arts and culture, Townsville is the perfect location for tourists and locals to experience the tropical landscapes and lifestyle of the region.

Townsville is home to Australia's largest garrison city, global leading advanced manufacturing, a strategic defence region, offers world-class events, leading education, cutting-edge health facilities, industry development and Northern Australia's largest commercial port.

The city offers iconic natural attractions to experience, from the spectacular Great Barrier Reef and World Heritage Wet Tropics, through to the Western Queensland outback and Aboriginal and Torres Strait Islander cultural experiences. The options are endless and provide opportunities which are unique and special to the region.

The diverse economy of North Australia's largest city creates an enviable lifestyle to live, work and play.

HELPFUL LINKS

[Explore Townsville](#)[About Townsville](#)[Townsville North Queensland](#)[Employee Value Proposition](#)[A Day In The Life](#)

ABOUT TOWNSVILLE

TROPICAL LIFESTYLE WITH METROPOLITAN BENEFITS

Townsville offers a vibrant tropical lifestyle with the perks of a metropolitan city. Home to 201,433 residents, the city combines natural beauty, affordable living, short commutes, and more than 300 sunny days annually. With access to two UNESCO World Heritage sites – the Wet Tropics Rainforest (Bluewater to Paluma) and the Great Barrier Reef (including Cleveland-Halifax Bays and Magnetic Island) – and one Internationally recognised RAMSAR Wetland at Bowling Green Bay, Townsville provides a unique blend of urban and outdoor life, surrounded by nature.



201,433
Population¹



36 years
Median age of resident³

1.7%
Population growth rate
(2022 to 2023)⁷



49,777
Families³

264,899
Projected population
by 2046²



13.3%
of residents volunteer³

114,668
Residents working
in Townsville⁹

16,269
First Nations
population³



27,079
Population
born overseas³



2 Dams⁸



3,742 km²
Land area⁷



600+ CCTV
security cameras⁸

87,017
Rateable
properties
(January 2025)⁸



4,100km+
Water and wastewater mains⁸

Source:

1. ABS 3218.0 Regional Population Growth, Australia

2. Queensland Government Population Projections, 2023

3. Australian Bureau of Statistics, Census of Population and Housing 2021

7. <https://profile.id.com.au/townsville>

8. Townsville City Council

9. National Skills Commission, Small Area Labour Markets as of March Quarter 2024



ABOUT TOWNSVILLE

LIVING IN TOWNSVILLE

Compared to other Australian cities, residents enjoy affordable housing, low childcare and schooling costs, and short commutes averaging less than 20 minutes. Townsville's tropical savanna climate includes a wet season (November to April) and dry season (May to October), with mild winters and average temperatures around 28°C. Townsville promotes shaded public spaces and local native tree planting, including residential tree giveaways and restoring and interpreting local environmental landscapes for visitors and residents.

CONNECTIVITY AND EDUCATION

Townsville Airport connects to major cities like Brisbane, Sydney, and Melbourne. The region boasts more than 100 primary and secondary schools, offering both public and private options. Higher education is world-class, with two renowned universities and TAFE campuses, providing outstanding programs in science, technology, and innovation.

HEALTH AND SPORTS

Townsville has excellent healthcare, including one of Queensland's largest emergency departments at the Townsville Hospital and Health Service. The region is also passionate about sport, home to the North Queensland Cowboys (NRL) and Townsville Fire (WNBL). Queensland Country Bank Stadium hosts major sporting events and concerts, drawing visitors for rugby, soccer, and international performances. Sporting culture is also seen at grass roots participation level with a diversity of sport and recreation offerings from exceptional mountain biking, kite surfing, bushwalking and traditional sport such as cricket, netball, basketball and hockey.

ATTRACTIONS AND CULTURE

Townsville is the gateway to natural wonders, including the Great Barrier Reef, Magnetic Island, and the iconic Strand beachfront promenade. The arts scene is vibrant, with galleries, theatres, and festivals like the North Australian Festival of Arts (NAFA) and the Australian Festival of Chamber Music, as well as multicultural and First Nations events celebrating the city's diverse heritage.



DIVERSE ECONOMY

The local economy thrives on industries like agriculture, mining, manufacturing, and tourism, with no single sector comprising more than 15% of the Gross Regional Product. James Cook University (JCU) and the TropiQ education, research and health precinct highlight Townsville's commitment to innovation, particularly in tropical science and healthcare while fostering our city as a Centre of Excellence in Tropical Design for sustainability and innovation.

COMMUNITY AND MULTICULTURALISM

Townsville values its cultural diversity, acknowledging and supporting the Wulgurukaba and Bindal people and other Indigenous communities to celebrate their heritage and values (lore, language, songlines, trading routes, and Dreamtime stories) while developing their business products and services which are culturally appropriate and significant to them. Townsville is a proud multicultural city representing 155 countries, contributing to the region's rich culture.

7 Aquatic facilities, including 4 pools⁸



3 Libraries



1 mobile library⁸

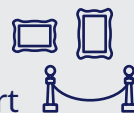


2 Sport stadiums⁸

1 Major performing arts venue⁸



2 Art galleries⁸



\$1.8b
Total value of tourism and hospitality sales (2022-23)⁴

1.26m
Overnight visitors (2023)⁶



\$15.11b
Gross regional product (2022-23)⁴



12,672
Number of businesses⁵

Top 3 Employment by Industry 2023-24⁷

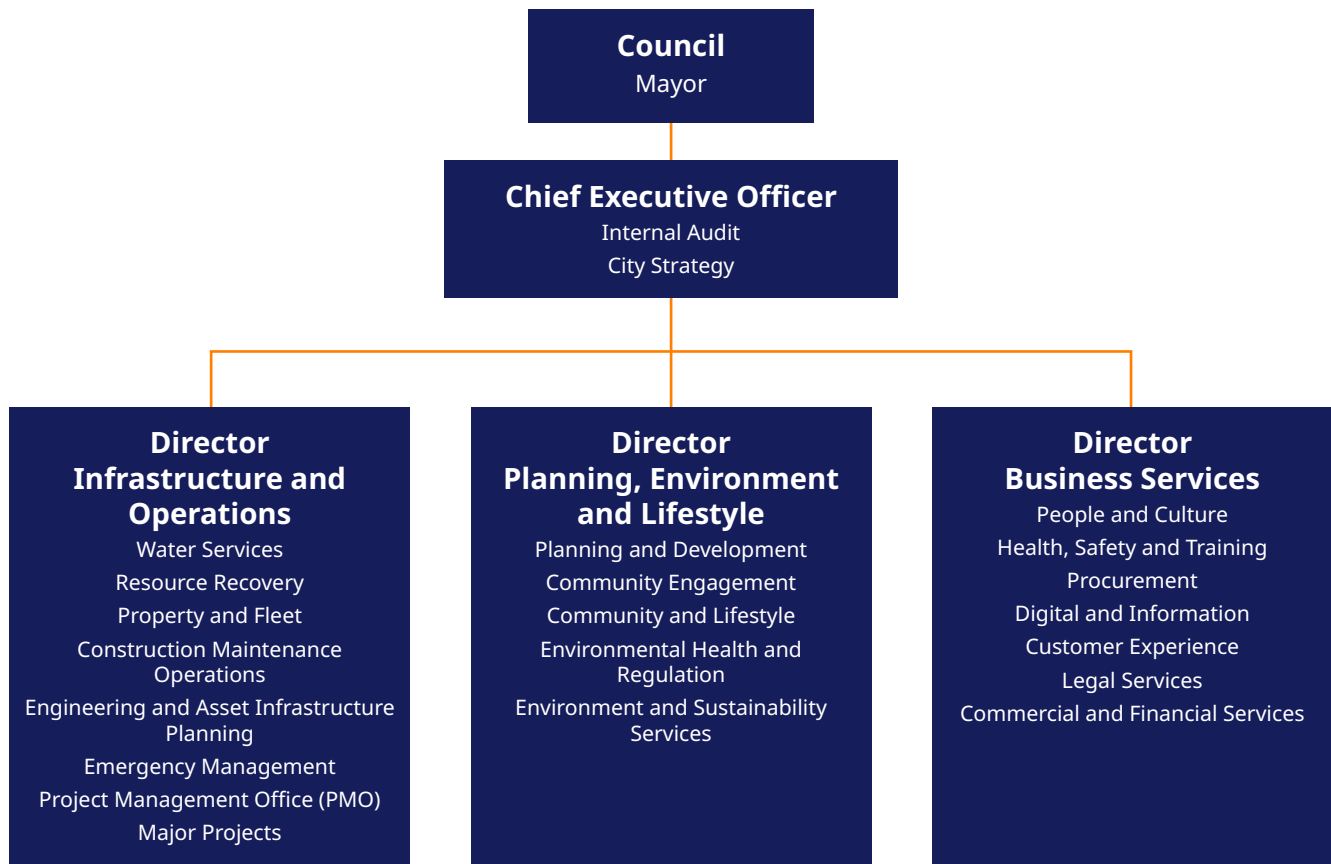
- ① Health Care and Social Assistance
- ② Public Administration and Safety
- ③ Education and Training

Source:

4. National Institute of Economic and Industry Research (NIEIR) ©2023
5. Australian Bureau of Statistics, Counts of Australian Businesses, including Entries and Exits
6. Tourism Research Australia (National & International Visitor Surveys)
7. <https://profile.id.com.au/townsville>
8. Townsville City Council

OUR PEOPLE

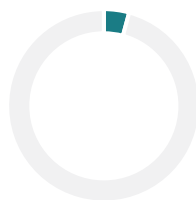
OUR ORGANISATION



OUR WORKFORCE PROFILE



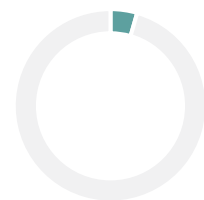
Permanent full-time
86.80%



Permanent part-time
2.85%



Temporary / Casual
7.55%



Trainee / Apprentice
2.80%

OUR WORKPLACE HEALTH, SAFETY AND WELLBEING

The health, safety and wellbeing of our Council officers, contractors, volunteers and community remains our key priority. We put safety first to ensure 'everyone goes home safe today and every day'.

Council has adopted the Health, Safety & Wellbeing Strategy for 2025-29, reinforcing our commitment to safety. This strategy focuses on four key priorities: promoting positive wellbeing, building safety maturity, enhancing health and safety risk management, and driving continuous improvement.

Council's Health and Safety Management System (WSHMS) systematically manages health and safety, meeting obligations under the Work Health and Safety Act 2011. The system applies to workers, contractors, volunteers, and others affected by Council activities. Additionally, the Health and Safety Representative Working Group consults quarterly to share ideas for safety improvements.

Council's wellness strategy includes the Employee Assistance Program, supporting employees and their families with services like career advice, financial support, and nutrition assistance. Initiatives such as flu vaccinations, RUOK? Day, Movember, and the 10,000-step challenge demonstrate our commitment to employee wellbeing.

To recognise Safe Work Month in October, Council hosts the 'A Moment for Safety' event, attended by around 1,500 staff and suppliers. Council also provides mandatory safety training to all staff, over 80 types of safety training are offered, ensuring that employees are equipped to work safely.

In 2023, Council won the Work Safe Queensland Work Well Award for the most significant improvement to work health and safety performance, highlighting our dedication to a culture of safety. Council continues to prioritise safety, ensuring that everyone goes home safe, every day.





townsville.qld.gov.au



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(QLD/NT)

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