CLARENCE VALLEY COUNCIL

Position Description

Coordinator Environmental Services

Directorate	Environment & Planning Directorate Environment and Regulatory Services Section
Location	Grafton, however this may change should business need identify other work locations to be more appropriate to deliver our services in the future.
Classification/Grade/Band	Grade 16 - Entry to Step 4 (Band 3 Level 3)
Employment Type	Permanent Full Time - (70 hours of work per fortnight)
Date position description approved	17 February 2026

Overview

With a large geographical area of 10,441 square kilometres and a population of almost 52,000 the Clarence Valley local government area is the gateway to the north coast of NSW and within easy driving distance of the south east Queensland. Encompassing beautiful beaches, stunning hinterland and the mighty Clarence River, the Clarence Valley is the ideal place for balancing work, life and relaxation. Clarence Valley Council is on an important journey in becoming a customer focused organisation that provides quality services in an efficient way.

Values

STRIVE

SAFE	**TEAMWORK**	**RESPECT**	**INTEGRITY**	**VALUE**	**ENGAGEMENT**
We have a safety focused workplace culture to ensure the wellbeing of our staff and the community	We work together as one council towards shared goals and for the greater good of the community	We are inclusive, treat people with courtesy and fairness, and ensure each individual is valued and heard	We behave in a way that is honest, open, and transparent. We will take responsibility for our actions and strive for excellence	We deliver services efficiently, effectively, and in an environmentally and financially sustainable manner.	We engage with our staff and community to inform our decision making, and create awareness of our activities

Primary purpose of the position

The Coordinator Environmental Services will provide effective and efficient public health, environmental health service and environmental management delivery across the Clarence Valley local government area. This role will lead and manage the Environmental Services team, building a culture of high quality, proactive and responsive customer service, a cooperative approach that results in positive outcomes and provide timely and accurate information in accordance with Council policy and legislative requirements.

The Coordinator will identify key public health, environmental health and environmental management issues for the community and Council, including formulation of policy and strategic goals for the Environment and Regulatory Services team and other Council teams as relevant.

Key accountabilities

Within the area of responsibility, this role is required to:

- Provide leadership, coordination and strategic technical support to the Environmental Services team within legislative requirements, policy, standards and budgetary framework set by Council and consistent with Council's Operational Plan in the program areas of:
    - Public and environmental health e.g. food inspections, skin penetration premises, caravan park/manufactured home estate licencing, air, noise and water pollution, contaminated land management;
    - On-site wastewater management;
    - Environmental assessment, management and advice; and
    - Environmental compliance auditing and monitoring, and - Other environmental disciplines as required.
- Oversight of the implementation of the On-site Wastewater Management Strategy.
- Review policy, procedures and work practices relevant to the functions of the Environmental Services team to ensure continual improvement.
- Provide plain-English verbal and written professional advice regarding public health, environmental health and compliance issues to Council's Leadership Team, other staff, the community, business and government agencies.
- Contribute to promotion of the activities of the Environmental Services team to increase community awareness of, and compliance with, public and environmental health standards in a pro-active and strategic way.
- Implement relevant actions in Councils annual Operational Plan.
- Ensure that Development Application (DA) referrals are assessed and responded to within agreed timeframes in accordance with relevant legislation, guidelines and policies.
- Review funding and seek appropriate opportunities (grants, etc.) for the delivery and implementation of Environmental Services projects and outcomes consistent with Council's strategic direction and policy.

Key challenges

- Coordinating the Environmental Services team to ensure the actions and Key Performance measures in the Council's Operational Plan are achieved;
- Continual improvement of Environmental Services policy, procedures and work practices to ensure effective and efficient delivery of public and environmental health and environmental management outcomes; and
- Developing collaborative working relationships and an effective network of both internal and external stakeholders to promote improved levels of awareness, consideration and compliance within the relevant standards administered by the Environmental Services team.

Key internal relationships

Who	Why
Manager Environment & Regulatory Services	- Provide written and oral advice on matters relevant to the functions of the Environmental Services team - Escalate issues, keep informed and receive guidance. - Review and make recommendations on relevant issues and challenges.
Environmental Services Team	- Maintain effective working relationships to ensure that performance standards and targets are achieved and team culture upholds Council's STRIVE values. - Ensure activity of the team across the functional areas is consistent, high quality, effective, and people-focused.
All Council Staff	Collaborate to ensure that Environmental Services projects and services are aligned with strategic direction, business needs and meet Council's requirements.

Key external relationships

Who	Why
Business operators and general public	Educate and liaise with business operators and the general public to uphold relevant public health and/or environmental management requirements
Government agencies	Collaborate with relevant agencies to ensure understanding, consistency, exploring mutually beneficial working opportunities, training and development relevant to the Environmental Services team

Key dimensions

Decision making

Makes decisions and acts within Council's core values, ethical standards, strategic plans, legislative and regulatory frameworks, delegations, policy and procedural frameworks and guidelines.

Reports to	Manager Environment & Regulatory Services
Direct reports	7 Direct Reports: • Environmental Officer • 2 x Environmental Health Officers • Environmental Health Assistant • 2 x Technical Officer (On Site Wastewater) • Environmental Support Officer
Indirect reports	Nil

Essential requirements

- Tertiary qualifications or equivalent in environmental health, environmental science, environmental management or similar; or equivalent relevant experience.
- Demonstrated extensive experience and knowledge in public health, environmental health, or environmental management and assessment or a related field.
- Demonstrated ability to lead a work team and experience with direct staff supervision.
- Current Drivers Licence.

Other features of this position may include

- Interaction with challenging customers/members of public
- Frequent work outside exposed to elements and in variable terrain
- Manual handling, e.g. monitoring equipment and items for public displays
- Work outside normal working hours as required
- May be required to represent Council in forums or public meetings from time to time.

Generic performance requirements

- Ethics/probity – act in accordance with the Code of Conduct.
- Equal employment opportunity - comply with Council's Equal Employment Opportunity (EEO) Protocol.
- Health and safety (WHS) - undertake duties and act at all times in accordance with the WHS Management System.
- Other duties (outside of specific position requirements) - under the provisions of the Local Government (State) Award, Council may direct any employee to carry out duties that are believed to be within the employee's skills, qualifications, competence and fitness capabilities, whether or not they are a usual function of the position. Where an employee is required to perform duties associated with a higher position, the Use of skills Clause in the Local Government (State) Award will apply.

Capabilities for the role

The Local Government Capability Framework describes the core knowledge, skills and abilities expressed as behaviours, which set out clear expectations about performance in local government: "how we do things around here". It builds on organisational values and creates a common sense of purpose for elected members and all levels of the workforce. The Local Government Capability Framework is available at www.lgnsw.org.au/capability. **Below is the full list of capabilities and the level required for this position. The focus capabilities are in bold. Refer to the next section for further information about the focus capabilities**

Local Government Capability Framework		
Capability Group	**Capability Name**	**Level**
Personal Attributes	Manage Self	Adept
	Display Resilience and Adaptability	Adept
	Act with Integrity	**Adept**
	Demonstrate Accountability	Adept
Relationships	Communicate and Engage	Adept
	Community and Customer Focus	**Adept**
	Work Collaboratively	Adept
	Influence and Negotiate	Adept
Results	Plan and Prioritise	Adept
	Think and Solve Problems	Adept
	Create and Innovate	Adept
	Deliver Results	**Adept**
Resources	Finance	Adept
	Assets and Tools	Adept
	Technology and Information	**Adept**
	Procurement and Contracts	Adept
Workforce Leadership	**Manage and Develop People**	**Adept**
	Inspire Direction and Purpose	Adept
	Optimise Workforce Contribution	Adept
	Lead and Manage Change	Adept

Focus capabilities

The focus capabilities for the position are those judged to be most important at the time of recruiting to the position. That is, the ones that must be met at least at satisfactory level for a candidate to be suitable for appointment.

Local Government Capability Framework		
Capability Group	**Capability Name**	**Behavioural Indicators**
Personal Attributes Act with Integrity	Adept	• Acts honestly, ethically and with discretion and encourages others to do so • Sets a tone of integrity and professionalism with customers and the team • Supports others to uphold professional standards and to report inappropriate behaviour • Respectfully challenges behaviour that is inconsistent with organisational values, standards or the code of conduct • Consults appropriately when issues arise regarding misconduct, unethical behaviour and perceived conflicts of interest
Relationships Community and Customer Focus	Adept	• Demonstrates a sound understanding of the interests and needs of customers and the community • Takes responsibility for delivering quality customer-focused services • Listens to customer and community needs and ensures responsiveness • Builds relationships with customers and identifies improvements to services • Finds opportunities to work with internal and external stakeholders to implement improvements to customer services

Local Government Capability Framework		
Capability Group	**Capability Name**	**Behavioural Indicators**
Results Deliver Results	Adept	• Takes responsibility for the quality and timeliness of the team's work products • Ensures team understands goals and expectations • Shares the broader context for projects and tasks with the team • Identifies resource needs, including team, budget, information and tools • Allocates responsibilities and resources appropriately • Gives team members appropriate flexibility to decide how to get the job done
Resources Technology and Information	Adept	• Selects appropriate technologies for projects and tasks • Identifies ways to leverage the value of technology to achieve outcomes • Ensures team understands their obligations to use technology appropriately • Ensures team understands obligations to comply with records, information and knowledge management requirements
Workforce Leadership Manage and Develop People	Adept	• Seeks to understand the individual strengths, weaknesses, goals and concerns of team members • Defines and communicates roles and responsibilities and sets clear performance standards and goals • Coaches team members to help improve performance and development • Regularly discusses performance with team members and provides accurate, constructive reviews • Identifies suitable learning opportunities, including stretch assignments, based on individual needs, interests and goals • Addresses team and individual performance issues, including unsatisfactory performance, in a timely and effective way