

Position Description (Employee)

Environmental Health Officer

Division	City Planning Development and Transport
Business Unit	Health and Building Unit
Grade/Band	5
Date position description approved	12 September 2019

Council overview

At the City of Sydney our people are our most important asset and central to achieving our exciting and ambitious Sustainable Sydney 2030 – developing a green, global and connected city. The City of Sydney works to build socially sustainable communities that support a more inclusive Sydney – a city that is also more connected, liveable and engaged.

From our high-quality facilities to local services and initiatives, we are dedicated to delivering the best city environment for business, work, living and recreation.

Council values

Our people are custodians of public trust and confidence. In recognising this, we are committed to building a high performing culture built on the values of collaboration, courage, integrity, innovation, quality and respect. These six core values guide everything we do at the City.

Primary purpose of the position

The primary purpose of this position is to conduct routine investigations of all public and environmental health matters and take appropriate action to ensure public safety, and quality outcomes are achieved.

Key accountabilities

- Independently investigate regulatory environmental and public health issues while achieving timely, high-quality outcomes.
- Interpret environmental health and public health legislation, code and policies and enforce requirements where breaches are identified.
- Educate the local community and stakeholders on the building compliance program and relevant City Programs to increase public awareness of the City's role and responsibilities in regards to making the City a safe place to live.

- Work with businesses and property owners/developers, stakeholders, other agencies to address issues and concerns and improve service delivery.
- Utilise mediation and conflict resolution skills to resolve matters and achieve appropriate outcomes for all parties involved.

Key challenges

- Deliver expert advice in a highly regulatory environment while addressing various concerns of a large number of stakeholders.
- Work with businesses and property owners/developers, stakeholders and other agencies to balance their needs while meeting the City's strategic priorities.

Key relationships

Who	Why
Internal	
Area Manager/ Coordinator	<ul style="list-style-type: none"> • Provide advice and report on progress towards business objectives. • Provide expert advice and contribute to decision making • Identify emerging issues/risks and their implications and propose solutions
Environmental Health Specialist	<ul style="list-style-type: none"> • Provide input into emerging issues/risks and public health impact and propose solutions
Stakeholders	<ul style="list-style-type: none"> • Engage and manage customer expectations regarding Public Health matters and Enforcement action
External	
Stakeholders (External customers)	<ul style="list-style-type: none"> • Engage and manage customer expectations regarding enforcement action

Key dimensions

Decision making

Has the authority to make decisions consistent with Council delegations and take any reasonable steps to ensure that the smooth flow of operations is maintained providing the actions are consistent with the responsibilities of the position and subject to any limitations, corporate policies, procedures or safe work method statements.

Reports to

Area Manager Health and Building Unit

Essential Knowledge, Skills & Experience

- Tertiary qualifications in Applied Science (Environmental Health) or equivalent. Including experience in the application of Public and Environmental Health legislation, policies and guidelines.

- Knowledge and understanding of all environmental health functions including the competent delivery of inspections, investigations and enforcement.

Capabilities for the position

The City's capability framework outlines the capabilities everyone needs to work well in their role. They are expressed as behaviours that show expected knowledge, skills and our values. There are capabilities for **employees** and managers which provide clarity, common language and consistency.

Capability Group	Capability Name	Level
Personal attributes	Act with Integrity and Courage	Adept
	Demonstrate Accountability	Intermediate
	Manage Self	Intermediate
Relationships	Display Resilience and Adaptability	Adept
	Work Collaboratively	Intermediate
	Communicate and Engage Respectfully	Intermediate
	Community and Customer Focus	Intermediate
Results	Influence and Negotiate	Intermediate
	Deliver Quality Results	Intermediate
	Create and Innovate	Foundational
	Plan and Prioritise	Foundational
Resources	Think and Solve Problems	Intermediate
	Finance	Foundational
	Technology and Information	Intermediate
	Assets and Tools	Foundational
	Procurement and Contracts	Foundational

**This profile is subject to an organisation-wide review of capability profiles. The final profile may vary slightly.*

Focus capabilities

The capabilities in bold are the focus capabilities for this position. The focus capabilities 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 a satisfactory level for a candidate to be suitable for appointment.

Group and Capability	Level	Behavioural Indicators
Personal Attributes Act with Integrity & Courage	Adept	<ul style="list-style-type: none"> • 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 has the courage 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
Personal Attributes Display Resilience and Adaptability	Adept	<ul style="list-style-type: none"> • Is flexible, showing initiative and responding quickly to change • Accepts changed priorities and decisions and works to make the most of them • Gives frank and honest feedback / advice • Listens when challenged and seeks to understand criticisms before responding • Raises and works through challenging issues and seeks alternatives • Stays calm and acts constructively under pressure and in difficult situations
Relationships Communicate and Engage Respectfully	Intermediate	<ul style="list-style-type: none"> • Focuses on key points and communicates in 'Plain English' • Clearly explains and presents ideas and technical information • Monitors own and others' non-verbal cues and adapts where necessary • Listens to others when they are speaking and asks appropriate, respectful questions • Shows sensitivity in adapting communication content and style for diverse audiences
Relationships Community and Customer Focus	Intermediate	<ul style="list-style-type: none"> • Identifies and responds quickly to customer needs • Demonstrates a thorough knowledge of services provided • Puts the customer and community at the heart of work activities • Takes responsibility for resolving customer issues and needs
Relationships Influence and Negotiate	Intermediate	<ul style="list-style-type: none"> • Builds a network of work contacts across the organisation • Approaches negotiations in the spirit of cooperation • Puts forward a valid argument using facts, knowledge and experience • Asks questions to understand others' interests, needs and concerns • Works with others to generate options that address the main needs and concerns of all parties

Results Deliver quality results	Intermediate	<ul style="list-style-type: none"> • Takes the initiative to progress own and team work tasks • Contributes to the allocation of responsibilities and resources to achieve team/project goals • Consistently delivers high quality work with minimal supervision • Consistently delivers key work outputs on time and on budget
Resources Technology and Information	Intermediate	<ul style="list-style-type: none"> • Shows confidence in using core office software and other computer applications • Makes effective use of records, information and knowledge management systems • Supports the introduction of new technologies to improve efficiency and effectiveness