



## POSITION DESCRIPTION

### Our Values



<b>Position title:</b>	Senior Regulatory Services Officer (OSSM)
<b>Position code:</b>	2944
<b>Section:</b>	Operational Compliance, COO – Shared Services,
<b>Position reports to:</b>	Regulatory Services Coordinator
<b>Band and level:</b>	3/2
<b>Salary grade:</b>	Grade 16
<b>Staff management:</b>	Nil
<b>Budget responsibility:</b>	Nil

### Primary function of the role:

Reporting to Regulatory Services Coordinator the Senior Regulatory Services Officer (OSSM) is a key member of the COO – Shared Services program area and is responsible to review, implement and monitor Council's on-site sewage management strategy.

The Senior Regulatory Services Officer (OSSM) assists the Regulatory Services Coordinator with day-to-day supervision and operations of the Regulatory Services OSSM team in line with Council's procedures, policies, and legislative requirements. This Position also relieves as the Regulatory Services Coordinator when periods of leave arise and provides a high level of mentorship and technical guidance and support to the Regulatory Services OSSM team.

The Senior Regulatory Services Officer (OSSM) works closely with internal and external stakeholders to support the delivery of sustainable development that satisfies legislative, policy and community expectations.

This position is part of a multi-skilled team and is required to be flexible and agile. From time to time, this role may be required to support more than one department as the need arises and provide support across the organisation as directed.

### Designated Person:

This position may satisfy Lismore City Council's Designated Person's definition and as such the person who fulfils this position is required to comply with all obligations and requirements associated with a Designated Person as detailed in the Code of Conduct and any variation therefore or successor Codes of Conduct.

### Person Description

The right person for this role will:

- Be accepting of new ideas and embrace change
- Be outcome focused
- Be open minded in sharing information and knowledge freely

- Be flexible and agile to work across different business areas
- Have a drive for improvement
- Have personal integrity and take responsibility
- Have a genuine customer service focus
- Have the ability to prioritise and schedule work and meet deadlines
- Have excellent time management and organisational skills
- They will embody Council's values.

#### **The Senior Regulatory Services Officer (OSSM):**

- Provides expert advice and technical information on-site sewage management systems and practices.
- Deliver all reporting requirements to statutory deadlines.
- Manage complex issues and complaints.
- Has the skills, capability and willingness to analyse problems, evaluate alternatives with a focus on collaborative problem solving.
- To work closely and effectively with the Regulatory Services Coordinator to implement and/or delivery on commitments and meet associated performance targets within Councils Strategic and Operational Plans.
- Has developed research skills and technical understanding to enable the provision of expert advice to both internal and external customers.
- Provides training and mentoring to staff in the Regulatory Services OSSM team.
- Contributes to the development, implementation and review of policy and procedures.
- Ensures projects and resourcing plans are aligned to accountabilities and responsibilities.
- Supports management practices that significantly reduce contentious or litigious situations.
- Engages and consults by means of well-developed oral and written communication skills, with the capability to influence, listen to others, put forward ideas and encourage the views of others.
- Achieves excellence through service delivery benchmarks and is committed to the implementation of continued process improvement.
- Manage projects and undertake procurement activities as required.
- Actively contributes to a positive and professional workplace culture.
- Act as Regulatory Services Coordinator as required.
- Other duties as may be required by Management.

#### **Key responsibilities and performance goals:**

	<b>Responsibilities</b>	<b>Accountability</b>
Work Health and Safety	Manage and monitor work health and safety responsibilities, ensure compliance with the legislation and regulations that govern the operations within the Program area and assist others in the team to implement the relevant policies, procedures and processes.	<ul style="list-style-type: none"> <li>• Follow defined work health and safety policies and procedures relating to the work being undertaken to ensure own safety and that of others in the workplace.</li> <li>• Evidence of contribution to creating a safer workplace.</li> <li>• Evidence of compliance with all WHS controls, including documented site risk assessments.</li> <li>• Evidence of hazard reporting.</li> <li>• Evidence of support for injured colleagues.</li> </ul>
Best Practice and Benchmarking	Support the team to achieve excellence through the establishment, management and monitoring of systems, processes, standards and service delivery benchmarks.	<ul style="list-style-type: none"> <li>• Actively participate in improvement and best practice conversations.</li> <li>• Embrace continuous improvement principles to improve delivery of services to Council customers.</li> <li>• Actively participate in continuing professional development.</li> </ul>

Customer driven service delivery	Build and maintain relationships with key stakeholders and customers (internal and external) related to program service delivery.	<ul style="list-style-type: none"> <li>• Provide expert advice to internal and external customers on Councils On-site Sewage Management Strategy &amp; related matters.</li> <li>• Provide a high level of customer service to manage the expectations of internal and external customers in the resolution of their issues.</li> <li>• Provide guidance, advice and coordinate requests for further information regarding applications.</li> <li>• Enhance your knowledge base.</li> <li>• Embrace a customer service approach in all internal and external interactions.</li> </ul>
People	Build and maintain relationships through constructive behaviours to support a productive team environment	<ul style="list-style-type: none"> <li>• Demonstrate accountable, affiliative and constructive behaviours in all interactions.</li> <li>• Commitment to fostering and participating in a positive team environment.</li> <li>• Be flexible and adaptable to the changing needs of the team.</li> <li>• Participate and contribute.</li> <li>• Be available to take on other roles as required (e.g. in leave periods).</li> </ul>
Drive Innovation	Contribute to a culture that inspires innovative solutions that optimise performance of service delivery.	<ul style="list-style-type: none"> <li>• Embrace the utilisation of technology to achieve best practice.</li> <li>• Network with peers and industry to continue to generate business improvements.</li> </ul>
Communication and Consultation	High level of written, verbal and interpersonal communication skills that inspires confidence in your team and the audience you are communicating with.	<ul style="list-style-type: none"> <li>• Provide clear concise information.</li> <li>• Prepare detailed reports, proposals and submissions as required.</li> <li>• Implement high level conflict resolution and negotiation skills.</li> <li>• Represent Council on Committees, Project Teams, and in other formal situations including legal proceedings as required.</li> <li>• Application of influencing skills to lead and encourage your team to embrace change, demonstrating accountable, affiliative and constructive behaviours.</li> </ul>

### Entry Level Qualifications: Skills and Experience

#### Qualifications, certificates and licences

- Possession of an appropriate Degree qualification together with relevant work experience in on-site sewerage/wastewater management or equivalent relevant trade qualification with substantial relevant experience.
- Membership of an appropriate professional institute.
- Current Class C Driver's Licence.

#### Experience, skills and knowledge

- Demonstrated extensive experience in on-site sewerage/wastewater management and ability to deliver services aligned to recognised business expectations.
- Ability to provide expert advice to both internal and external customers on on-site sewage matters and promote a pro-active approach to community education.
- Ability to investigate and administer alleged breaches of relevant legislation and guidelines.
- Ability to undertake on-site sewage management inspections in accordance with Councils adopted programs, procedures and consistent with Councils Instrument of Delegation.
- Ability to undertake detailed analysis of multi-faceted problems, recommend sound solutions with a focus on collaborative problem solving.
- Demonstrated understanding and practical application of statutory requirements of various Acts, regulations and guidelines relevant to the position.

- Demonstrated experience in conflict resolution and negotiations to achieve successful outcomes.
- Demonstrated experience in the delivery of effective customer service.
- Demonstrated experience in working collaboratively with peers to ensure consistency in the achievement of program objectives and business expectations.
- Demonstrated ability to work both independently and in a team fostering an environment based on teamwork and cooperation.
- Experience in managing workloads to satisfy program objectives and business expectations.
- Demonstrated computer literacy, including word processing, excel and maintaining corporate records.
- Demonstrated commitment to ethics, probity and transparency in decision making.
- Experience in training and mentoring.

