



# POSITION DESCRIPTION

## Our Values



Respect



Strive



Passionate



Communicate

<b>Position title:</b>	Senior Regulatory Services Officer
<b>Position code:</b>	2943
<b>Section:</b>	Operational Compliance, COO – Shared Services
<b>Position reports to:</b>	Coordinator Regulatory Services
<b>Band and Level:</b>	3/2
<b>Salary grade:</b>	16
<b>Staff management:</b>	No
<b>Budget responsibility:</b>	No

### Primary function of the role:

Reporting to Regulatory Services Coordinator the Senior Regulatory Services Officer is a key member of the COO – Shared Services program area and is responsible to deliver a high level of service to Council and the community in the provision of specialist advice on Environmental Health and Public Health functions.

The Senior Regulatory Services Officer assists the Regulatory Services Coordinator with day-to-day supervision and operations of the Regulatory Services 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 team.

The Senior Regulatory Services Officer 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:

- The right person for this role will be self-motivated, proactive, observant and aware
- They will be a team player

- They will embody Council's values
- They will build great business relationships with people at all levels across the organisation
- They will be adaptable, flexible and love working in an agile environment
- They will have excellent computer skills especially in Microsoft Office
- They will have a genuine work ethic and tenacious focus on getting the job done
- They will be tactful, diplomatic, trustworthy and able to keep confidences
- They will have highly developed research skills and technical understanding.

The Senior Regulatory Services Officer will:

- Work closely and effectively with the Regulatory Services Coordinator to ensure Council's Environmental Health and Public Health initiatives and responsibilities are carried out in response to Councils Strategic and Operational Plans.
- Assist Council in developing and complying with best practice environmental management strategies.
- Deliver all reporting requirements to statutory deadlines.
- Participate in and develop a teamwork approach to community planning to ensure quality service outputs and team harmony.
- Contribute to the development, implementation and review of policy and procedures which protect and safeguard the health and safety of Council staff and community members, as well as protecting and safeguarding the environment.
- Investigate and administer alleged breaches of relevant Environmental Health and Public Health legislation.
- Assess development applications applicable to Environmental Health and Public Health legislation, policies, and best practice guidelines.
- Provide specialist advice and information regarding Environmental Health and Public Health legislation, policies, and best practice guidelines.
- Support management practices that significantly reduce contentious or litigious situations.
- Provide team mentorship, training, guidance, and support.
- Manage projects and undertake procurement activities as required.
- Act as Regulatory Services Coordinator as required.
- Other duties as may be required by Management.

#### Key responsibilities and performance goals:

	Responsibilities	Accountability
Work Health and Safety	Implement 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.	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. 1. Evidence of contribution to creating a safer workplace. 2. Evidence of compliance with all WHS controls, including documented site risk assessments. 3. Evidence of hazard reporting. 4. Evidence of support for injured colleagues.
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 (internal & external) and customers related to program service delivery.	<ul style="list-style-type: none"> <li>• Provide a high level of customer service to manage the expectations of internal customers in the resolution of their issues.</li> <li>• Customer service KPI's (Trim tasks, general correspondence, CRMs, and phone messages) are reasonably satisfied.</li> <li>• Provide guidance, advice, and coordinate requests for further information regarding applications.</li> </ul>
People	Actively and positively participate as a member of the Regulatory Services team & build and maintain relationships through constructive behaviours.	<ul style="list-style-type: none"> <li>• Demonstrate accountable, affiliative and constructive behaviours in all interactions.</li> <li>• Foster an engaged and empowered workforce.</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	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 a Degree in Environmental Health, Public Health or equivalent together with relevant work experience
- Eligibility for membership within the Australian Institute of Environmental Health.
- WorkCover Construction Induction Certificate.
- Possession of a current driver's licence.

#### Experience, skills and knowledge

- Demonstrated experience (7+ years) and ability to deliver services aligned to the business activities of the team.
- Comprehensive knowledge of Environmental Health and Public Health legislation, policies, and best practice guidelines.
- Ability to investigate and administer alleged breaches of relevant Environmental Health and Public Health legislation.
- Undertake food and health surveillance in accordance with Councils adopted programs, procedures and consistent with Councils Instrument of Delegation.
- Excellent interpersonal skills including the ability to communicate and negotiate with a diverse range of stakeholders.
- Ability to provide comprehensive written reports, prepare complex technical advice and recommendations regarding environmental health and public health matters.
- Undertake detailed analysis of multi-faceted problems and recommend sound solutions.

- Ensure that all corporate records are fully and accurately captured and maintained, to comply with legislative requirements and business needs.
- Undertake sustainable work practices that align with Council's commitment to the principles of sustainability.
- Has the skills, capability, and willingness to analyse problems, evaluate alternatives with a focus on collaborative problem solving.
- 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.
- Actively contributes to a positive and professional workplace culture.