

Position Description

POSITION	Environmental Services Administration Officer
SECTION	Environment
DEPARTMENT	City Living
BUDGET SUBJECT	501
POSITION NO.	BCC557 and BCC1106
POSITION TYPE	Full-time
REPORTS TO	Team Leader Environmental Health
DIRECT REPORTS	No
POSITION GRADE	Band 1, Level 3, <u>Salary System</u> Grade 4
DATE	February 2015

POSITION PURPOSE:

- Blacktown City Council (BCC) is committed to the conservation, restoration and enhancement of an environment that balances social, economic and environmental imperatives.
- The purpose of this position is to provide efficient administrative support that will enable Environmental Sustainability to provide a range of services and controls enabled and required by governing legislation that align with this commitment, and in particular:
 - Enhance an integrated education and compliance approach to achieve improved environmental health protection.
 - Enhance public environmental health awareness and achieve sustainable environmental outcomes.
 - Assist in the development of systems and processes that support the achievement of more sustainable decision making and action within Council and the City.
- Act in accordance with the NSW WHS Act 2011, WHS Regulation 2011 and the Workplace Health and Safety (WHS) Management System to ensure a safe place of work.

QUALIFICATIONS & EXPERIENCE:

Essential:

- Experience in dealing with customer enquiries.
- Previous experience in an office based work environment.
- Good keyboard/typing skills.

Desirable:

- Knowledge of Local Government procedures

AUTHORITY:

- The incumbent has the authority to take any reasonable action that is consistent with the responsibilities of the position and to ensure the safe and efficient undertaking of work activities, which are consistent with the responsibilities of the position. The incumbent's authority is subject to any limitation imposed by the Management Team, Corporate Policies, Procedures and Work Instructions.

KEY ACCOUNTABILITIES:

- Provide accurate data input.
- Maintain proper filing and records administration.
- Ensure confidentiality of all information/records generated by the activities of the section with particular emphasis on Community Law Enforcement operations.
- Ensure all allocated tasks are completed in an efficient and competent manner within the time frame specified.

WHS:

- Act in accordance with the NSW WHS Act 2011, WHS Regulation 2011 and the WHS Management System.
- Implement, monitor and, or comply with councils WHS Management System, including but not limited to WHS Policies, Standard Operating Procedures, Risk Assessments/Work Instructions and associated system tools in their relevant work area.
- Adequately familiarise themselves with their WHS responsibilities and actively fulfil these as indicated in the WHS Responsibilities guideline WHS001.
- WHS001- Matrix is attached.

Corporate:

- To commit to and embrace the objectives of Blacktown City 2030 – City of Excellence, and to be accountable for participating as appropriate in the allocated program of works designed to deliver on the identified objectives as directed.

Equal Employment Opportunity (EEO):

- Demonstrate appropriate knowledge of, and commitment to, EEO principles and anti-discrimination law in the workplace.

Environmental Sustainability:

- Act in accordance with the Protection of the Environment Operations Act 1997 (NSW), the Local Government Act 1993 (NSW) and seek to conserve and enhance our local environment, in consideration of Council's environmental sustainability policy through our work practices, programs and services.

DUTIES:**Environmental Services Administration:**

- Generate orders and process invoices, as requested.
- Assist in the organisation of Immunisation Clinics and Blood Donor Clinics.
- Perform other relevant duties as directed by the Manager Environmental Sustainability.
- Contribute to the development and implementation of other initiatives that:
 - Enhance the health and well-being of the Blacktown community by promoting public health best practice and enforcing legislation.
 - Ensure Council and the community are moving towards sustainability.
 - Protect and improve the water quality of local waterways in the Blacktown Local Government Area (LGA).
 - Develop and promote water conservation initiatives to reduce water consumption within the Blacktown LGA.
 - Reduce atmospheric pollutants and improve air quality in the Western Sydney basin.
 - Improve and enhance the amenity and safety of the Blacktown LGA.
- Perform other relevant tasks assigned by the Manager Environmental Sustainability.

Education/Promotion:

- Promote Council's environmental education initiatives.
- Contribute to the availability of accessible and relevant information about Environmental Health programs.

Communication:

- Provision of efficient service to all customers including:
 - All correspondence and customer action requests (CARS) replied to in accordance with the nominated performance criteria.
 - Answer telephone and "counter" enquiries, as required.
 - Identification of system changes required to improve the quality and timeliness of environmental health programs and services.
- Provide accurate and helpful advice to businesses, other authorities and the community in respect to environmental health matters.
- Attend meetings as required through performance of duties.
- Prepare correspondence and reports, as required.

Judgement and Problem Solving:

- Identify potential problems and assist in the development of appropriate responses.

Corporate Representation and Image:

- In all dealings and activities on behalf of Council, act in accordance with Council's Code of Conduct and actively promote a positive image of Council. To promote a positive image means:
 - Behaving in a manner that helps achieve the objectives and interests of Council.
 - Actively creating goodwill by using/demonstrating positive helpful, cooperative, proper, supportive and ethical behaviour, at all times.

SELECTION CRITERIA:

- Understanding of the profession and the role of Local Government.
- Knowledge of current environmental health issues and applicable legislation/regulations.
- Computer literate with proficiency in the use of Microsoft products such as Word, Powerpoint, Visio, Excel and Access.
- Demonstrated analytical and problem solving skills.
- Demonstrated commitment to, and an understanding of, OHS issues and EEO principles in the workplace.
- Demonstrated commitment to customer service.
- Ability to work within a team environment.
- Availability to work flexible working hours.

PERFORMANCE CRITERIA:

- As per Council's Performance Management System.
- Professional level of competency for duties and tasks required, as per Council's Performance Management System.
- Successful promotion of the image of Council as an efficient and professional service organisation.
- No identified instances of systematic non-compliance in meeting relevant legislative or policy requirements.

Employee Name (PRINT): _____

Employee Sighted and Agreed: _____

Date: _____

Supervisor Name (PRINT): _____

Authorised by Supervisor: _____

Date: _____