



POSITION DESCRIPTION

**Regulatory & Development Services
Support Officer
(Environmental Health)**

January 2025

POSITION	Regulatory Services Support Officer (Environmental Health)	DIVISION	Regulatory & Development Services
AWARD	Local Government Industry Award (IA) 2020	BAND	Band 4/5

POSITION SUMMARY

As part of the Shire's Regulatory & Development Services team, this role is responsible for providing administration support to Environmental Health Services, however will assist with administrative support to the broader team as directed. This position is a point of contact for the community and other stakeholders, displaying sound understanding of the principles of effective communication.

This position is also required to provide a high level of assistance and support, with the highest ethical standards, exercising and maintaining a high standard of confidentiality to the Coordinator Environmental Health and by extension the Executive Manager Regulatory & Development Services.

VALUES STATEMENT

The Shire of Gingin's corporate values are to be guided and informed by our belief in and commitment to **TRACK:**

- Teamwork** - Working in collaboration to achieve our goals.
- Respect** - Working together with honesty and empathy towards others.
- Accountability** - Taking ownership and responsibility in what we do.
- Commitment** - Be professional and diligent in what we do.
- Knowledge** - Be skilled and innovative in what we do and continue to learn.

CORPORATE ACCOUNTABILITY

- Comply with the Shire's Code of Conduct, management directives, and approved policies and procedures.
- Exercise discretion and maintain confidentiality in dealing with sensitive and high-level issues.
- Display and promote activities that will positively influence team culture and business performance.
- Deliver effective use of the Shire's resources within the levels of accountability.
- Ensure that all aspects of service delivery align with and progresses the Shire's Strategic Community Plan, Corporate Business Plan and Service Delivery Plans.
- Services are managed in-line with the Shire's Customer Focus Charter and in an efficient manner.

REQUIREMENTS OF THE POSITION

***Key Selection Criteria** – in a separate document please outline your ability to meet the requirements of each item in the 3 tables below as part of your application for this position.

QUALIFICATIONS	ESSENTIAL	DESIRABLE
Current "C" Class Driver's Licence.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Current National Police Clearance (under 3 months).	<input checked="" type="checkbox"/>	<input type="checkbox"/>

EXPERIENCE & KNOWLEDGE	ESSENTIAL	DESIRABLE
Demonstrated experience in administration duties.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Demonstrated experience in working with the public in a customer service role.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
An understanding of local government legislative framework, in particular the application of the <i>Public Health Act 2016</i> , <i>Local Government Act 1995</i> , <i>Food Act 2008</i> and the ability to interpret legislation.	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Experience in working in the field of Environmental Health.	<input type="checkbox"/>	<input checked="" type="checkbox"/>

SKILLS & ATTRIBUTES	ESSENTIAL	DESIRABLE
Ability to work cohesively, efficiently, and effectively in a team environment.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Excellent verbal, written and presentation skills.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Strong time-management and people skills, high degree of flexibility, and excellent multitasking ability.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
A strong customer service focus.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Ability to maintain confidentiality of Organisation's information.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Attention to detail when following instructions and preparing documentation, and the ability to accurately proof and edit written work and executive documents.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Well-developed problem solving and conflict resolution skills.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Ability to work under minimal supervision and the ability to prioritise tasks.	<input checked="" type="checkbox"/>	<input type="checkbox"/>

KEY DUTIES

As directed by the **Executive Manager Regulatory & Development Services**, and the **Coordinator Environmental Health** the position shall:

Administration Support

- Provide administrative support to the Environmental Health team.
- Provide assistance in processing and collating information regarding service requests received for environmental health ensuring that the requests are responded in a timely and efficient manner in accordance with the Shire's Customer Service Charter.
- Maintain health files and information records.
- Provide information to the public on the procedures and requirements pertaining to environmental health.
- Monitor and maintain the register for Quarterly Servicing of Secondary and Aerated Wastewater Treatment Systems and coordinate and manage an effective follow-up with service agents as required.
- Provide assistance in processing and collating information regarding to the Stable Fly program, address enquiries and complete reporting to Council and DPIRD.

General Administration

- Answer general enquiries directed to the Regulatory & Development Services department.
- Assist in preparing standard monthly and ad-hoc reports including reports to Council.
- Assist with drafting and preparing general correspondence.
- Carry out general filing and photocopying as required.
- Raise purchase orders.
- Any other duties as directed by the Executive Manager Regulatory and Development Services and Coordinator Environmental Health.

WORK HEALTH & SAFETY

- Participate in the development of a safe and healthy workplace.
- Comply with instructions given for their own safety and health and that of others, in adhering to safe work procedures.
- Co-operate with management in its fulfilment of its legislative obligations.
- Take reasonable care to ensure their own safety and health and that of others, and to abide by their duty of care provided for in the legislation.
- To report any injury, hazard or illness immediately, where practical to their supervisor.
- Not place others at risk by any act or omission.
- Not wilfully or recklessly interfere with safety equipment.

EXTENT OF AUTHORITY

Operates under general direction of the **Executive Manager Regulatory & Development Services** and **Coordinator Environmental Health** within established guidelines, procedures and policies of Council, as well as statutory provisions of the various Acts and other legislation.

ORGANISATIONAL RELATIONSHIPS

Responsible to:

- Chief Executive Officer
- Executive Manager Regulatory and Development Services
- Coordinator Environmental Health

Number of Staff Positions Supervised Directly: **0**

Number of Staff Positions Supervised Indirectly: **0**

INTERNAL	EXTERNAL
Chief Executive Officer	Contractors
Executive Managers	Ratepayers and residents
Other Shire Staff and Employees	Members of the public
Elected Members	Government departments

POSITION ACKNOWLEDGEMENT & ACCEPTANCE

The details contained in this document are an accurate statement of the position's responsibilities and requirements.

Employee's Name: _____
(BLOCK LETTERS)

Employee Signature: _____

Date: _____

Signature: _____

Date: _____

Scott Wildgoose
CHIEF EXECUTIVE OFFICER



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This document is available in alternate formats upon request