

POSITION DESCRIPTION

COMMUNITY & ENVIRONMENTAL HEALTH SUPPORT OFFICER

Our City Vision:

Port Adelaide Enfield is a welcoming, liveable City: made by people.

Our Goals

Thriving Community	Prosperous Economy	Clean And Green City	Places For People
<i>A City where people have the opportunity to connect and flourish</i>	<i>A City with a thriving economy that enriches its local community</i>	<i>A City that values its natural environment</i>	<i>An accessible City where people love to be</i>

Organisational Capability:

Our diverse workforce is resourced to deliver meaningful outcomes.
Our systems, processes and tools are contemporary and reflect leading practice.
Our assets and finances are managed with good stewardship.

We value our constructive workplace culture:

That is supportive, takes on challenges, seizes opportunity, builds great relationships and is proud of what we deliver for our diverse community. We inspire people to be creative, grow and learn. We place no limits on what we can achieve.

Our Organisational Values

Make a Difference	Grow & Improve	Better Together
We serve our community well	We improve our work everyday	We collaborate & create to deliver meaningful outcomes
<ul style="list-style-type: none"> • Deliver public good • Improve the quality of people's lives • Community focussed • Deliver Council's City Plan 	<ul style="list-style-type: none"> • Innovate • Continuously improve • Problem solve • Adapt & change • Engage the community • Shape the future 	<ul style="list-style-type: none"> • Trust, honesty, integrity • Care & support each other • Work as a team • We celebrate success • We are accountable • Open communication

The position is:

Position Title	Community & Environmental Health Support Officer		
Department & Section	Community Development, Community & Environmental Health		
Team	Community & Environmental Health Support		
Reporting to	Community & Environmental Health Support Leader		
Positions Reporting to it	Nil		
Classification and Stream	MOA Level 3		
Position Number		Prescribed Position:	YES <input type="checkbox"/> NO <input checked="" type="checkbox"/>

How does this position contribute to our community?

- Supports the delivery of operational support outcomes for Community Safety, Environmental Health and Waste Management teams.
- Improves community health, wellbeing, and safety by fulfilling our regulatory obligations through education and enforcement.
- Supports the protection of the environment and minimises our community's environmental impact through the provision of high-quality waste and recycling services.

What does the position do?

- Provides day to day operational and administrative support to the Community & Environmental Health Section.
- Provides efficient and effective, quality customer focused outcomes of a multi-disciplinary team including Community Safety, Environmental Health and Waste Management Teams.
- Processes and responds to internal and external correspondence by delivering technical advice relating to the C&EH functions.
- Assists in the implementation of policy, procedures, and strategic plans relevant to the C&EH section.
- Responds to and manages complaints received from the public in relation to services provided by the C&EH Section.
- Assists in the implementation and delivery of operational programs, projects and initiatives that support C&EH functions.
- Ensures data source creation, maintenance, and integrity for C&EH Teams.
- Supports the financial management for C&EH Teams including purchase orders, creditor, and debtor invoices.
- Manages expiation appeals, including reviewing and using appropriate judgement to make informed decisions including preparing documentation for legal proceedings as required.
- Provides support to the Community Safety, Environmental Health and Waste Management Leaders in continuous improvement initiatives that enhance performance, response, and service capabilities.
- Supports the Business Partner – Permits by providing administrative support to deliver effective management of permits.
- Other reasonable duties as required are undertaken.

What outcomes does the position deliver?

- Work constructively and collaboratively as part of a team with a focus on supporting the Community & Environmental Health section.
- Supports the improvement of our Community's health, wellbeing, and safety.

- Appropriate implementation of Councils regulatory obligations.
- Continuous improvements of processes and procedures.
- Great customer service to internal and external stakeholders.
- Contributes to a committed and highly motivated team with a clear vision and focus.
- Appropriate information management practices are implemented.

The behaviours we expect the position to contribute to our workplace are:

- Effective communication and information sharing.
- Customer focused and passionate about delivering for our community.
- Alignment to PAE Values and Code of Conduct.
- Interpersonal skills that build good work relationships.
- Sound problem solving, innovative thinking and informed decision making.
- Enthusiasm to complete tasks.
- A commitment to personal development and improvement.
- Adaptability and flexibility to new ideas and concepts.

Qualifications for the position

- Relevant qualification in Business Administration, or a related field desirable.
- Conflict resolution training desirable.

Experience

- Experience in an administrative support officer role in a regulatory environment is essential.

Knowledge

- Working knowledge of legislation and associated regulations and policies relevant to the Environmental Health, Community Safety and Waste Management functions.
- Ability to apply Risk Management principles and processes.
- Highly developed written, oral, and interpersonal communication skills enabling clear report writing.
- Ability to use initiative and exercise professional judgement in decision making.
- Ability to provide good customer service in an environment where customers may be aggrieved.
- Clear and logical thinking and ability to interpret and apply legislation.
- Working knowledge of summary court procedures and the requirement with respect to presentation of evidence.
- Broad knowledge of Local Government functions and responsibilities including the roles, services and functions provided by Council.

Information Management/Cyber Security

- Appropriate information management practices are implemented.
- Maintain knowledge and application of Council's IT systems relevant to role.
- Maintain a working understanding of and follow Council's cyber security controls.

Child and Vulnerable People Safe Environment

- A child and vulnerable people safe environment is maintained and promoted.
- Promote protection, safety and wellbeing of children and other vulnerable people.

Our Safety and Return to Work Commitments

All Employees

- Take reasonable care for their own health and safety.
- Take reasonable care that their acts or omissions do not adversely affect the health and safety of other persons.
- Comply, so far as reasonably able, with any reasonable instruction that is given to ensure their safety.
- Co-operate with any reasonable WHS policy or procedure relevant to their work.
- Participate in the RTW process if injured at work as set out in the Return-to-Work Act 2014.

Employee Signature: _____

Print Name: _____

Date: _____