

Position description (employee)

Senior Environmental Health Officer

Division	City Planning, Development and Transport
Business unit	Health and Building
Grade/Band	Band 6
Date position description approved	10 December 2024

The City of Sydney

Our people are passionate about their communities and connected to their teams. They're motivated by our genuine commitment to diversity and inclusion, demonstrated by our clear, compelling plan for our global city: [Sustainable Sydney 2030 – 2050 Continuing the Vision](#).

Caring for our city, creating a future for all is our purpose. No matter the role we play, caring for our communities, environment, work, and people is our foundation. We're passionate about our city: its venues, facilities, open spaces, and everything we do to make it a great global city. And our people: our commitment to social justice so no one gets left behind.

Our values

We have 3 values that guide our everyday behaviours and reflect us at our best.

Make a difference: We care about our community and strive to be our best every day. We act with integrity in the best interests of our city and colleagues.

Better together: We do our best when we listen to the voices of others and work as a team. We celebrate our diversity, finding ways for everyone to belong.

Embrace possibilities: We encourage curiosity and are open to new ideas. We challenge ourselves to find the best solutions for our city and our organisation.

Primary purpose of the position

The primary purpose of this position is to be a lead investigation and enforcement officer in the management of pests on public land and any routine and detailed matter relating to public or environmental health, utilising independent decision making on appropriate actions and achieving quality outcomes to protect public safety, health and the environment.

Key accountabilities

- Investigate and resolve general and sometimes detailed regulatory environmental and public health issues while achieving timely, high quality outcomes.
- To take appropriate enforcement actions to deal effectively with environmental and public health issues, taking into account the situation, the significance of the matter and the legislative options.
- Carry out proactive and routine inspections and follow up inspections of registered premises in accordance with procedures.
- Manage large, varied and detailed work loads of environmental health matters concurrently.
- Comply with and keep abreast of any relevant legislation applicable to the performance of the duties of this position.
- Provide leadership and technical advice to other staff within the team, including review of proposed enforcement and correspondence.
- Undertake position duties outside of normal working hours, as required.
- Develop & Implement projects that assist with the best practice management of existing public health premises or issues.
- Lead the City's program for pest management on public land.

Key opportunities

- Working with the community and other government agencies to improve living standards through continuously improving the City's integrated pest program and waste storage.
- Resolve complex environmental health concerns effectively and efficiently.
- Proactively seek to improve accepted ways of working with a view to improving public health and environmental outcomes.

Key relationships

Who	Why
Internal	
Area Manager / Area Coordinator	<ul style="list-style-type: none"> • Advise and report on progress of investigation and inspection program.
Specialist (Standards and Policy)	<ul style="list-style-type: none"> • Provide input into Unit procedures and policies. • Advise on complex or contentious matters.
External	
Customers	<ul style="list-style-type: none"> • Engage and manage customer expectations regarding enforcement action.

Key dimensions

Decision making

The position is accountable for decisions regarding investigation of proactive programs and reactive investigation and any follow up rectification and enforcement in accordance with relevant legislation.

Reports to

Standards and Policy Manager

Essential knowledge, skills and experience

- Bachelor of Science degree qualifications in Applied Science (Environmental Health or equivalent).
- Experience in successfully delivering environmental health functions including the competent delivery of inspections, investigations and enforcement.
- Demonstrated knowledge and experience in the application of public and environmental health legislation, policies and guidelines.

Capabilities for the position

Our capability framework outlines the behaviours, knowledge, and skills you need to work well in this role. Our [employee capabilities](#) provide clarity, common language, and consistency.

Capability Group	Capability Name	Level
Personal attributes	Act with integrity and courage	Advanced
	Demonstrate accountability	Adept
	Manage self	Intermediate
	Display resilience and adaptability	Adept
Relationships	Work collaboratively	Adept
	Communicate and engage respectfully	Adept
	Community and customer focus	Adept
	Influence and negotiate	Adept
Results	Deliver quality results	Adept
	Create and innovate	Intermediate
	Plan and prioritise	Intermediate
	Think and solve problems	Intermediate
Resources	Finance	Intermediate
	Technology and information	Intermediate
	Assets and tools	Intermediate
	Procurement and contracts	Intermediate

**This profile is subject to an organisation-wide review of capability profiles. The final profile may vary slightly.*

Focus capabilities

The focus capabilities are those deemed most important for the position, at the time of recruitment. Candidates should have at least a satisfactory level to be suitable for appointment.

Group and Capability	Level	Behavioural Indicators
Personal Attributes Act with Integrity & Courage	Advanced	<ul style="list-style-type: none"> • Models ethical behaviour and reinforces it in others • Represents the organisation in an honest, ethical and professional way and sets an example for others to follow • Promotes integrity, courage and professionalism inside and outside the organisation • Monitors ethical practices, standards and systems and reinforces their use • Proactively addresses ethical and people issues before they magnify
Personal Attributes Display Resilience and Adaptability	Adept	<ul style="list-style-type: none"> • Is flexible, showing initiative and responding quickly to change • Accepts changed priorities and decisions and works to make the most of them • Gives frank and honest feedback / advice • Listens when challenged and seeks to understand criticisms before responding • Raises and works through challenging issues and seeks alternative possibilities • Stays calm and acts constructively under pressure and in difficult situations
Relationships Communicate and Engage Respectfully	Adept	<ul style="list-style-type: none"> • Tailors content, pitch and style of communication to the needs and level of understanding of the audience • Clearly explains complex concepts and technical information • Adjusts style and approach flexibly for different audiences • Actively listens and encourages others to provide input and perspective • Writes fluently and persuasively in a range of styles and formats
Relationships Community and Customer Focus	Adept	<ul style="list-style-type: none"> • Demonstrates a sound understanding of the interests and needs of customers and the community • Takes responsibility for delivering quality customer-focused services • Listens to customer and community needs and ensures responsiveness • Builds relationships with customers and identifies improvements to services • Finds opportunities to work with internal and external stakeholders to implement improvements to customer services
Relationships	Adept	<ul style="list-style-type: none"> • Builds a network of work

Group and Capability	Level	Behavioural Indicators
Influence and Negotiate		<p>contacts/relationships inside and outside the organisation</p> <ul style="list-style-type: none"> • Approaches negotiations in the spirit of maintaining and strengthening relationships • Negotiates from an informed and credible position • Influences others with a fair and considered approach and sound arguments • Encourages others to share and debate ideas
Results Deliver Quality Results	Adept	<ul style="list-style-type: none"> • Takes responsibility for the quality and timeliness of the team's work products • Ensures team understands goals and expectations • Shares the broader context for projects and tasks with the team • Identifies resource needs, including team, budget, information and tools • Allocates responsibilities and resources appropriately • Trusts and supports team members to decide how to get the job done
Resources Technology and Information	Intermediate	<ul style="list-style-type: none"> • Shows confidence in using core office software and other computer applications • Makes effective use of records, information and knowledge management systems • Supports the introduction of new technologies to improve efficiency and effectiveness