

Position Description (Employee)

Environmental Health Officer

Division	City Planning, Development and Transport
Business Unit	Health & Building
Grade/Band	Band 5
Date position description approved	11 March 2021

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

To deliver regulatory compliance (environment and public health) and related services within the City of Sydney 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, considering 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 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.

Key challenges

To provide a fair and equitable environmental and public health regulatory service to the community to meet the changing needs of the community.

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

Essential Knowledge, Skills & 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	Adept
	Demonstrate Accountability	Intermediate
	Manage Self	Intermediate
	Display Resilience and Adaptability	Adept
Relationships	Work Collaboratively	Intermediate
	Communicate and Engage Respectfully	Intermediate
	Community and Customer Focus	Adept
	Influence and Negotiate	Intermediate
Results	Deliver Quality Results	Intermediate
	Create and Innovate	Intermediate
	Plan and Prioritise	Intermediate
	Think and Solve Problems	Intermediate
Resources	Finance	Foundational
	Technology and Information	Intermediate
	Assets and Tools	Foundational
	Procurement and Contracts	Foundational

**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	Adapt	<ul style="list-style-type: none"> • Acts honestly, ethically and with discretion and encourages others to do so • Sets a tone of integrity and professionalism with customers and the team • Supports others to uphold professional standards and has the courage to report inappropriate behaviour • Respectfully challenges behaviour that is inconsistent with organisational values, standards or the code of conduct • Consults appropriately when issues arise regarding misconduct
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 alternatives • Stays calm and acts constructively under pressure and in difficult situations
Relationships Communicate and Engage Respectfully	Intermediate	<ul style="list-style-type: none"> • Focuses on key points and communicates in 'Plain English' • Clearly explains and presents ideas and technical information • Monitors own and others' non-verbal cues and adapts where necessary • Listens to others when they are speaking and asks appropriate, respectful questions • Shows sensitivity in adapting communication content and style for diverse audiences
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 Influence and Negotiate	Intermediate	<ul style="list-style-type: none"> • Builds a network of work contacts across the organisation

Group and Capability	Level	Behavioural Indicators
		<ul style="list-style-type: none"> • Approaches negotiations in the spirit of cooperation • Puts forward a valid argument using facts, knowledge and experience • Asks questions to understand others' interests, needs and concerns • Works with others to generate options that address the main needs and concerns of all parties
Results Deliver Quality Results	Intermediate	<ul style="list-style-type: none"> • Takes the initiative to progress own and teamwork tasks • Contributes to the allocation of responsibilities and resources to achieve team/project goals • Consistently delivers high quality work with minimal supervision • Consistently delivers key work outputs on time and on budget
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