



Position Description – Environmental Health Officer

Department: Regulatory
Directorate: Assurance, Finance & Risk
Location: Queenstown
Reports to: Team Leader Environmental Health
Date: February 2024

Organisation & Values / Ngā Mātāpono QLDC

OUR PEOPLE ARE MOTIVATED BY A COMMON PURPOSE...	Caring		Connecting		Community
	Kotahitaka Ki te manaaki hāpori				
...AND THE WAY WE WORK DRIVES COLLABORATION...	Working with our communities		Positive, engaged and purpose driven		Working smarter
					Delivering our work, not my work
					Ready for any future
...AND VALUES DRIVEN BEHAVIOURS.	Helpful		Responsive		Respectful

Our purpose, the way we work, and values drive how we work together to deliver for our community. How we work and behave reflects our commitment to enabling community aspirations.

We are an organisation that is committed to fostering a culture of respect, equity, inclusion and diversity in everything we do. We believe embracing all backgrounds, perspectives and experiences within our community is a strength and a fundamental expression of our values.

We're Proud to Be QLDC and our culture is reflective of the environment in which we work

Key Accountabilities / Rakatirataka

The Environmental Health Officer role provides effective and efficient environmental health services, through the application and enforcement of the associated legislation and Queenstown Lakes District Council Bylaws and Policies.

This purpose of this position is to improve public health by ensuring compliance with the relevant legislation and to support council in the wellbeing of the community. This includes administering and ensuring compliance with legislation in relation to environmental health-related matters, including food safety; campgrounds, funeral directors, Offensive Trades and hairdressers; water quality; noise, investigating complaints under the Health Act, review of resource consents relating to health conditions and other environmental health issues.



Role Responsibilities

- Responsible for a defined district within the QLDC jurisdiction to undertake verifications of businesses operating under a registered Food Control Plan, and as a verifier assess compliance with the Food Act 2014.
- Responsible for a defined district within the QLDC jurisdiction to undertake verifications of businesses operating under a registered National Programme, and as a verifier assess compliance with the Food Act 2014.
- Responsible for undertaking remote verification checks of food businesses registered under the Food Act 2014.
- Provide coaching for food operators on the requirements of the Food Act and provide new operators with guidance around the registration requirements.
- Review and process new applications that are received under the Food Act 2014 and request further information from operators where necessary to complete the registration process.
- To undertake directed verification of Importers of Food.
- To be a recognised Food Safety Officer Warranted under the Food Act 2014.
- Responsible to undertake the functions of a Food Safety Officer to investigate and respond to food safety and suitability complaints.
- Responsible to undertake the functions of a Food Safety Officer to implement enforcement provisions as defined in the Food Act 2014 and issue appropriate notices including Warning Letters, Improvement Notices and Notices of Direction.
- Comply with the CPD reporting requirements to maintain recognition as a verifier under the Food Act 2014.
- Participate in Peer Reviews internally and undergo an assessment from an external agency to meet the requirements from MPI.
- Review food operators as part of the consenting process for events and markets and monitor food safety at events and markets by ensuring operators are complying with the requirements of the Food Act 2014.
- Be conversant and demonstrate the principles of the Quality Management System (QMS).
- Acting for the registration authority issue notices for food operators including actions such as suspensions and cancellations, .
- Ensure reporting complies with the Food Act 2014 and that MAPs and Titiro data is accurate.
- Investigate cases of statutory nuisance and carry out the appropriate action to abate the condition's relating to the nuisance.
- Support the Tenancy Services in investigating Housing Complaints.
- Provide support to the community by undertaking the Duty EHO role.
- Investigate and respond to enquiries on public health matters.
- Provide specialist advice to the Resource Consent Team on key health parameters including drinking water assessments and Environmental Health advice regarding events.
- Undertake inspections and assess compliance of Hairdressers premises registered under the Health (Hairdressers) Regulations 1980.
- Undertake inspections and assess compliance of Camping-Grounds registered under the Camping-Grounds Regulations 1985.
- Undertake inspections and assess compliance of Offensive Trade operators registered under the Health Act 1956.



- Undertake inspections and assess compliance of Funeral Directors and Mortuaries registered under the Health (Burial) Regulations 1946.
- Assist in the preparation and presentation of evidence for Council and Court hearings.
- Ensure that accurate and up to date records are maintained in relation to responsibilities for premises registered under the Health Act 1956 and the Food Act 2014.
- Assist the Alcohol Team in the duties of an “Inspector” as defined under the Sale and Supply of Alcohol Act 2012.
- Assist the Monitoring and Enforcement Team as a specialist advisor for noise complaints.
- Undertake of noise readings in response to noise complaints received.
- Assist the Building Team by providing specialist advice on drinking water and other Environmental Health related matters.
- Ensure a high standard of customer interface in responding to enquiries.
- Undertake the necessary functions required to ensure that the monitoring, requirements of environmental health-related legislation, regulations and bylaws are met.
- Identify and report breaches of the Water Services Act 2021 and Water Services (Drinking Water Standards for New Zealand) Regulations 2022, to Taumata Arowai.
- Support and collaborate with the Ministry for Primary Industries and Public Health South with regard to matters arising under the Food Act 2014 and the Health Act 1956.
- Assess new applications under the Health Act 1956 and the Health Registration of Premises Regulations 1966.
- To be a warranted officer under the Health Act 1956
- To be a warranted officer under the Resource Management Act 1991
- To be a warranted officer under the Sale and Supply of Alcohol Act 2012
- To be a warranted officer under the Local Government Act 2022

Operational Excellence

- Champion QLDC commitment to excellence, innovation and quality.
- Implement and continually improve service delivery policies, processes and systems in order to provide effective, efficient and seamless environmental health activities.
- Ensure practice is evidence based.

Relationship Management

- Be supportive and positive team member and actively engaging in team meetings and discussions
- Establish effective networking and communication with internal and external customers consistent with QLDC vision.
- Cultivate a professional and positive image for QLDC.

Health and Safety

- Ensures compliance to all legal/statutory and company requirements for Health and Safety.
- Adheres to all QLDC’s Health & Safety policies and procedures.
- Is actively involved in QLDC’s health and safety systems.
- Wears relevant personal protective clothing and equipment as and when required.
- Reports any pain, discomfort, or other health & safety concerns as soon as possible.
- Ensures all accidents, incidents and hazards are reported using QLDC’s Health & Safety reporting procedures.



Corporate Responsibilities

- Build commitment to QLDC's vision, values and services.
- Willingly undertake any duty required within the context of the position.
- Manage own personal health and safety and takes appropriate action to deal with workplace hazards, accidents and incidents.
- Comply with all legislative requirements.
- Adhere to QLDC's Code of Conduct.

Skills & Experience / Matauraka

Education

- A tertiary qualification in Health Science (BSc or equivalent) recognised by the New Zealand Environmental Health Officers Qualifications Regulations 1993.

Experience

- Experience (3+ years) in local government regulatory administration particularly in relation to Environmental Health preferred.
- Recognition with MPI to be a Food Safety Officer
- Recognition with MPI to verify National Programmes and Generic Template Food Control plans
- Completed HACCP training including the MPI refresher course
- Completed Food Safety Academy training
- Demonstrate ability to assess Resource consent for key health criteria
- Evidence of completed CPD for previous calendar year
- Evidence of team management skills
- Demonstrated planning and organisational skills.
- An excellent eye for detail, with the ability to effectively multitask.
- Ability to establish and maintain effective relationships with customers and gain their trust and respect.
- Demonstrated ability to take on responsibility and use initiative to prioritise and work effectively under pressure and to tight deadlines.
- Demonstrated experience in process/system improvement.
- Well-developed communication skills, both written and verbal.
- Excellent interpersonal skills. Relates well to all kinds of people.
- Conveys a professional and positive image, with a courteous and efficient manner.
- Highly motivated, achievement-oriented and innovative professional
- Able to be research based
- Must have a full clean New Zealand Driving Licence.
- Undertake noise assessments and review Noise reports and resource consents

Key Relationships / Whanaukataka

Internal

- Manager, Regulatory

External

- Residents and users of facilities



- Environmental Health Team Leader
- Regulatory Team
- QLDC Staff
- Contractors
- Food Operators
- Businesses that require registration under the Health Act
- MPI including MPI Compliance Team
- Drinking Water Assessor
- Taumata Arowai
- Public Health South
- NZ Fire Service
- Community Groups
- Otago Regional Council
- TA's
- Third Party Verifiers
- NZIEH
- Tenancy Services Compliance Team
- Worksafe
- Civil Defence
- Other Government Agencies such as Immigration

Authorities & Delegations / Rakatirataka

Financial Authority

- None

Staff Authority

- None

Contractual Authority

- None

Organisation & Position Competencies / Tikaka

Qualities we all share:

<p>Integrity</p> <ul style="list-style-type: none"> • Represents QLDC in an honest, ethical and professional way, supporting a culture of integrity and professionalism • Acts on QLDC's vision, mission and values even when it is uncomfortable or difficult to do so • Follows through on agreements; can be relied on to complete tasks and meet commitments 	<p>Delivering Quality Results</p> <ul style="list-style-type: none"> • Emphasises progress over perfection, taking action and initiative to resolve issues within established process and procedure • Prioritises and aligns tasks across the team to maximise efficiencies and deliver or exceed expectations • Acts decisively to turn around inefficient or under-performing parts of the business
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<p>Adaptability</p> <ul style="list-style-type: none"> • Is open to new ideas and is willing to try new ways of doing things • Coaches the team and others to adapt to changing circumstances • Clearly and positively communicates the benefits/requirements of change ensuring they are understood by others 	<p>Customer Focus</p> <ul style="list-style-type: none"> • Communicates effectively with customers and stakeholders to identify their needs and requirements • Creates a culture which embodies the delivery of a high-quality customer experience across QLDC, ensuring systems and processes drive service delivery outcomes • Understands the different groups and coalitions in the wider business / community environment including the reasons for their underlying concerns and agendas and how they can affect and influence decisions and outcomes
<p>Managing Relationships</p> <ul style="list-style-type: none"> • Establishes and maintains effective relationships with stakeholders and gains their trust and respect • Ensures actions, processes and decisions deliver sustainable relationships and support QLDC's interests • Actively builds and develops partner relationships to create common goals and understanding 	<p>Valuing Diversity</p> <ul style="list-style-type: none"> • Is aware of and responsive to cultural differences when engaging with people and groups • Role models respect and sensitivity to diversity and difference to ensure an inclusive team environment • Creates a feeling of belonging and strong team morale through leveraging individual strengths and differences to enhance collaboration, discussion, and decisions • Builds an environment of collaboration and co-operation across QLDC, involving the most appropriate people from across the business

Qualities you'll bring to the role:

<p>Problem Solving</p> <ul style="list-style-type: none"> • Identifies potential problems, barriers, and risks and takes action to resolve them • Seeks input and the perspectives of others to support efficient and effective problem solving • Exercises judgement and makes good decisions • Tries different approaches to overcome current obstacles and persists with efforts until an effective solution is found 	<p>Resilience</p> <ul style="list-style-type: none"> • Demonstrates resilience by remaining composed and persevering through difficult or stressful situations • Role models patience and tolerance when dealing with inconveniences and difficulties • Takes personal responsibility for decisions, actions, and mistakes • Recovers quickly from setbacks and adverse events
<p>Influencing and Negotiating</p> <ul style="list-style-type: none"> • Considers how to influence over time and adopts a number of deliberate strategies to influence and communicate with others • Achieves effective solutions and outcomes within challenging relationships, or when 	<p>Collaborating</p> <ul style="list-style-type: none"> • Accepts and supports team decisions, is a 'good team player', does their share of the work • Willingly shares information, knowledge and experiences with others



<p>dealing with ambiguous and conflicting positions</p> <ul style="list-style-type: none"> • Picks up on peoples social cues and reactions, and adjusts approach accordingly 	<ul style="list-style-type: none"> • Seeks out and works with others, regardless of team, function, business unit, geography, professional boundaries • Fosters open dialogue and feedback
<p>Inspiring, Direction and Purpose</p> <ul style="list-style-type: none"> • Champions QLDC’s vision and strategy and communicates the way forward generating enthusiasm and commitment to goals 	<p>Commercial Awareness</p> <ul style="list-style-type: none"> • Utilises networks and market information to gather multiple perspectives and insights into customer needs and perceptions • Ensures that day-to-day activities are aligned with and meet QLDC’s longer term business objectives
<p>Change and innovation</p> <ul style="list-style-type: none"> • Drives continuous improvement and identifies opportunities to enhance processes and practices 	<p>Strategic Agility</p> <ul style="list-style-type: none"> • Engages in critical questioning, looking for underlying causes and seeks to address those rather than making a “quick fix” • Uses an in-depth understanding of local business and cultural practices to complete negotiations, resolve problems, and/or create business/community opportunities • Uses analytical techniques to identify several solutions and weighs the value of each