Blacktown City. Made Together

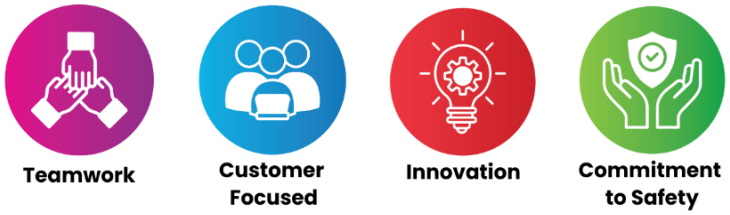
Position description

Environmental Services Administration Officer

Summary information

Section	Environment	**Directorate**	City Living
BCC number(s)	BCC1106 and BCC1652	**Position type**	Permanent, full-time
Grade	Grade 7	**Skill descriptor**	Band 2 Level 1
Reports to	Coordinator Environment	**Direct reports**	No
Approval limit	$0	**Release limit**	$0
Created/reviewed	August 2022		

Our values



Our aspiration to be the best council in Australia is reflected in our workplace values of Teamwork, Customer Focused, Innovation and Commitment to Safety. These values define who we are, what we do and how we do it. They are the basis of our culture, and influence the way we work with each other - and the way we serve our community.

It is our responsibility to apply and conduct ourselves in alignment with our corporate values. Collectively we can create a value-based organisation.

Leadership is critical to all positions at Council.

Leaders are responsible for providing direction and feedback to achieve business, operational and overall team performance objectives. They are responsible for enabling the success of their teams, and for ensuring their team can achieve all performance metrics whilst keeping each individual team member accountable. Our leaders are required to lead by example and provide coaching and support to enable their team's success.

Individual team members should engage positively with their leader to set and achieve business and operational objectives. They are responsible for taking ownership of their performance metrics to ensure they can achieve all their objectives.

Blacktown City Council

1. Position purpose

This role is primarily responsible to provide efficient administrative support that will enable Environmental Sustainability to provide a range of services and controls enabled and required by governing legislation that align with this commitment, and in particular:

- Enhance an integrated education and compliance approach to achieve improved environmental health protection
- Enhance public environmental health awareness and achieve sustainable environmental outcomes
- Assist in the development of systems and processes that support the achievement of more sustainable decision making and action within Council and the City.

The incumbent will comply with all applicable legislation, regulation and other law, including the NSW *Work Health Safety Act 2011*, Work Health Safety Regulation 2025 and Council's Safety system.

2. Qualifications and experience

Essential:

- Certificate III in a related field
- Experience in dealing with customer enquiries
- Previous experience in an office-based work environment
- Good keyboard/typing skills.

Desirable:

- Knowledge of Local Government procedures
- Understanding of the profession and the role of Local Government
- Knowledge of current environmental health issues and applicable legislation/regulations
- Computer literate with proficiency in the use of Microsoft products such as Word, PowerPoint, Visio, Excel and Access
- Demonstrated analytical and problem-solving skills
- Demonstrated commitment to customer service
- Ability to work within a team environment
- Availability to work flexible working hours.

3. Authority

The incumbent has the authority to take any reasonable action that is consistent with the responsibilities of the position and to ensure the safe and efficient undertaking of work activities.

The incumbent's authority is subject to any limitation imposed by the management team, organisational policies, procedures and work instructions.

4. Key accountabilities

Position specific

- Provide accurate data input.
- Maintain proper filing and records administration.
- Ensure confidentiality of all information/records generated by the activities of the section with particular emphasis on Community Law Enforcement operations.
- Ensure all allocated tasks are completed in an efficient and competent manner within the time frame specified.
- If this role is identified as a position which undertakes coordination of volunteer programs as well as the supervision of volunteers when they are on site (not including work experience placements) you will be required to:
    - familiarise yourself with our volunteers policy and standards
    - implement the policy and follow this Managing volunteers standard in a consistent and fair manner
    - undertake training needed to effectively coordinate volunteers
    - allocate sufficient time to volunteer coordination.

Work health and safety (WHS)

- Implement, monitor and, or comply with Council's WHS system, including but not limited to work health and safety policies, standard operating procedures, risk assessments/work instructions and associated system tools in their relevant work area.
- Adequately familiarise yourself with your work health and safety responsibilities and actively fulfil these as indicated in the WHS Responsibilities guideline WHS001.
- If this role is identified as a position with 'Chain of Responsibility' requirements, as defined by the *Heavy Vehicle National Law* and Regulations, you will, as far as reasonably practicable, ensure the safety of the vehicles transport activities. This is not limited to preventing breaches of mass, dimension, load, speed and fatigue laws and regulations.
- If this role is identified as a position which undertakes child-related work, as defined by the *Child Protection (Working with Children) Act 2012*, the Child Protection (Working with Children) Regulation 2013 and the Office of the Children's Guardian, you will be required to maintain a current and valid Working with Children Check number, renewable every 5 years.

Corporate

- Contribute to a positive workplace culture that embraces diversity and fosters the welfare of all staff.
- Undertake all activities in line with approved governance practices, especially in relation to risk, fraud and corruption.
- Contribute to the delivery of outcome necessary to achieve the goals and objectives of Councils currently adopted Community Strategic Plan.

Equal employment opportunity (EEO)

- Demonstrate appropriate knowledge of, and commitment to, EEO principles and anti-discrimination law in the workplace.

Environmental sustainability

- Act in line with the NSW *Protection of the Environment Operations Act 1997*, the NSW *Local Government Act 1993* and seek to conserve and enhance our local environment, in consideration of Council's environmental sustainability policy through our work practices, programs and services.

5. Duties

Environmental services administration

- Generate orders and process invoices, as requested.
- Assist in the organisation of Immunisation Clinics and Blood Donor Clinics.
- Perform other relevant duties as directed by the Manager Environmental Sustainability.
- Contribute to the development and implementation of other initiatives that:
    - Enhance the health and well-being of the Blacktown community by promoting public health best practice and enforcing legislation
    - Ensure Council and the community are moving towards sustainability
    - Protect and improve the water quality of local waterways in the Blacktown Local Government Area (LGA)
    - Develop and promote water conservation initiatives to reduce water consumption within the Blacktown LGA
    - Reduce atmospheric pollutants and improve air quality in the Western Sydney basin
    - Improve and enhance the amenity and safety of the Blacktown LGA.
- Perform other relevant tasks assigned by the Manager Environmental Sustainability.

Education and promotion

- Promote Council's environmental education initiatives.
- Contribute to the availability of accessible and relevant information about Environmental Health programs.

Communication

- Provision of efficient service to all customers including:
    - All correspondence and customer action requests (CARS) replied to in accordance with the nominated performance criteria
    - Answer telephone and "counter" enquiries, as required
    - Identification of system changes required to improve the quality and timeliness of environmental health programs and services.

- Provide accurate and helpful advice to businesses, other authorities and the community in respect to environmental health matters.
- Attend meetings as required through performance of duties.
- Prepare correspondence and reports, as required.

Judgement and problem solving

- Identify potential problems and assist in the development of appropriate responses.

Corporate representation and image

- In all dealings and activities on behalf of Council, act in accordance with Council's Code of Conduct and actively promote a positive image of Council. To promote a positive image means:
  - Behaving in a manner that helps achieve the objectives and interests of Council
  - Actively creating goodwill by using/demonstrating positive helpful, cooperative, proper, supportive and ethical behaviour, at all times.
- The management of volunteers if required by the role.
- Other duties as directed consistent with the operations of Council.

6. Performance criteria

As per Council's performance management system.

Acknowledgement and agreement

Employee	Name:	
	Signature:	Date:
Supervisor	Name:	
	Signature:	Date: