

Job Description



My Position

Position:	Team Leader – Environmental Health
Section:	Regulatory
Group:	Environmental Assurance
Responsible to:	Regulatory Manager
Responsible for:	<ul style="list-style-type: none">• Environmental Health Officers (x3)• Administration Officer (x2)
Job Purpose:	<ul style="list-style-type: none">• Provide effective leadership to the Environmental Health team within Tasman District Council, including professional development, mentoring and motivation.• Provide technically competent, timely and professional advice and services to customers relating to all areas of Environmental Health.• Escalation point for Environmental Health Officers on all relevant issues.• Provide excellent customer service in a timely and cost efficient manner.

Our Council

Our District Vision:	Thriving and resilient Tasman communities <i>Te Manawaroatanga o Te Tai o Aorere kai tupu, kia rea</i>				
Our Purpose:	Working together for a Tasman District that has a healthy environment, strong economy and a vibrant community				
Our Internal Vision:	<table><tr><td>Tasman Inspired</td><td><i>Whakangiha Te Tai o Aorere</i></td></tr><tr><td>Driving value for Tasman's people and places</td><td><i>Whakamana tātou ki ngā wāhi katoa o Te Tai o Aorere</i></td></tr></table>	Tasman Inspired	<i>Whakangiha Te Tai o Aorere</i>	Driving value for Tasman's people and places	<i>Whakamana tātou ki ngā wāhi katoa o Te Tai o Aorere</i>
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Our Values

We support our Vision and Mission through living our values.

Auaha – Innovation

- We use innovative ideas to improve our performance, find solutions and add value to our communities and the environment
- We deliver a quality innovative and timely service
- We take opportunities to learn and grow
- We show initiative and flexibility to respond to our communities' needs
- We seek diversity of views and challenge the status quo

Manaakitanga – Caring / Sharing

- Our interactions with Iwi and others are guided by helpfulness and respect
- We care for and develop our people, and are supportive and encouraging of others
- We care about each other and actively engage in what we do
- We communicate in a way that shows we are approachable and care about others needs

Kawenga – Responsibility

- We act professionally, showing respect, honesty, integrity, reliability and empathy
- We take personal responsibility for our actions, decisions and performance
- We choose to bring the right attitude to our work
- We promote a safe work environment that puts the wellbeing and safety of our people first

Whanaungatanga – Relationships

- We actively seek to collaborate with colleagues, Iwi and others in the work we do
- We work together to achieve the best overall result, outcome, or decision
- We communicate clearly and tell stories to enable understanding and shared meaning
- We embrace diversity and the opportunity to share our ideas and learn from others

My Group

Role of the Environmental Assurance Group

The Environmental Assurance Group is the team that looks after most of the Council's regulatory functions which facilitate the development and use of land, water, and coastal resources, and which regulate activities in order to protect and improve public health and safety and the environment, and to minimise nuisance and harm to people and places. The functions undertaken include building control, resource consenting and compliance, environmental health (including food safety), alcohol licensing, animal control, parking control and maritime safety.

My Key Result Areas

My Priorities

What am I supposed to do?	How well am I supposed to do it?
Management of Public and Environmental Health Functions <ul style="list-style-type: none">• Ensure the effective implementation of Council's public health, environmental health, food safety, alcohol licensing and associated functions.• Develop and oversee Procedure Manuals and other related system documentation relating to Environmental Health area.• Undertake and/or facilitate relevant staff training to enhance staff performance and satisfaction and quality work outcomes.• Maintain and enhance systems which will ensure seamlessness between Council's various consent and license processes.• With the Regulatory Manager, develop and implement systems to respond to public health emergencies as required.• Manage professional services providers and contractors as required.• Manage and assist in Policy and By-law development and review (e.g. Control of Alcohol in Public Places, Local Alcohol Policy, Trading in Streets and Public Places By-Laws and Gaming Venue Policy).• Provide specialist Environmental Health advice to the Resource Consents team, assist Planners in reviewing resource consents, provide reports and attend hearings, providing technical input when required.• Act as the escalation point for complaints within the Environmental Health area.	Management of Public and Environmental Health Functions <ul style="list-style-type: none">• Quality and volume targets are set and monitored that ensure delivery of delegated regulatory functions.• Procedure manuals are kept current to ensure that training, auditing, maintenance, role hand-over, and other tasks can be easily carried out.• Training is targeted, undertaken and applied.• Systems are used effectively, improvements are suggested, and where approved, implemented.• Activity reports meet Council standards, are timely and inform Council Committees to support good decision making.• Public health response systems are in place and reviewed ready to respond to emergencies within Public Health. Following incidents and emergencies, lessons are learned and improvements in the response systems and processes are introduced.• Contracts and delivery are managed, monitored and evaluated to deliver cost effective service. Improvements to delivery are recommended to the Regulatory Manager.• Public Health related By-laws and Policies are developed and maintained appropriately.• Ensure Resource Consent advice costs are entered against the applicable resource consent.• Provide technical Environmental Health information at hearings when requested.

<p>Licences and Inspections</p> <ul style="list-style-type: none"> • Provide a senior role in Licence Processing, inspections and conflict resolution. • Process license applications, carry out inspections and provide advice and interpretations etc. to resolve problems and conflicts. • Provide advice on, and undertake any necessary compliance action in area of responsibility, including noise control, sale of alcohol, food safety and health nuisances. 	<p>Licences and Inspections</p> <ul style="list-style-type: none"> • Licences are processed within the required timeframes. Decisions are sound, justifiable, defensible and appropriately documented. • Inspections, conflict resolution and Infringement notices are processed efficiently and accurately to meet Council's procedures, timeframes and regulatory requirements. • Issues with reporting staff decision quality, bias or timeliness are addressed and resolved promptly. • Compliance action is undertaken to meet Council's procedures, timeframes and regulatory requirements. Staff comply with Council's enforcement Policy. • Policy and bylaw development and review are completed on time benefiting from an evident collaborative approach across council. • External consultation meets legal and council requirements. • Councillors and hearing panel members are provided with current, accurate professional advice.
<p>Recording and Reporting Systems</p> <ul style="list-style-type: none"> • Develop and maintain a statistical reporting system that provides accurate and comprehensive data on relevant factors such as percentage of premises registered. • Provide reports from time to time as requested by various areas of council. • Ensure all staff provide accurate and timely advice to update status of licenses. • Provide regular reports to the Regulatory Manager as required. 	<p>Recording and Reporting Systems</p> <ul style="list-style-type: none"> • Reports are accurate, responsive, and relevant and provided on time. • Statistics and systems are accurate, comprehensive and up to date. • Reports confirm that status of Consent information is accurate and timely. • Reports are developed or modified as agreed. • Additional reports are created as required • Regulatory Manager confirms that regular and specific reporting needs are met. • Regulatory Manager receives accurate reports as required and has been kept in the loop about any possible issues that might affect budgets, the annual plan or high profile issues. • Improvements to systems are recommended and, where approved, implemented.
<p>Communication</p> <ul style="list-style-type: none"> • Provide, and ensure team members provide, information and assistance for customers both by phone, email and in person to ensure a courteous and timely response to all customer enquiries. • Prepare concise and helpful explanatory material on Council's environmental health functions to assist and inform applicants and the general public. • Proactively engage with contractors, key stakeholder groups and other external parties, such as Public Health officials and owners/operators of licensed premises to provide up to date information on Council requirements and industry best practice. • Contribute to the on-going training of the Customer Service Officers in relation to the provision of agreed levels of environmental health advice. 	<p>Communication</p> <ul style="list-style-type: none"> • Feedback from Customers and audits/reports confirm that helpful professional responses are given which meet Council's service level targets. • Customers receive helpful, accurate information, to resolve Customer Service requests. Sensitive issues are handled well, while ensuring Council's bylaws, processes and policies are clear and complied with. • Material is accurate, current, and follows council standards. • External parties, stakeholder groups and licensees see Council's involvement as improving public health outcomes and promoting bylaw and regulatory compliance. • Targeted training, positive communication and an effective working relationship with CSO team ensures that customers receive accurate current environmental health information.
<p>High Level Expertise</p>	<p>High Level Expertise</p> <ul style="list-style-type: none"> • High level expertise relating to specific areas of Environmental Health is available to support

<ul style="list-style-type: none"> • Provide specialist technical advice directly to other areas of Council when required e.g. Policy and Resource Consents. • Provide technical input as a specialist at related Resource Consent Hearings when required. 	<p>internal teams at Council resulting in more effective and informed decision making. External contracting / consulting costs are minimised.</p> <ul style="list-style-type: none"> • Attending Resource Consents Hearings as a specialist, providing technical information to support the Council's decision and minimising risk.
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My Leadership

Team Leadership & Engagement

- I act as good role model, am an enabler of change and demonstrate a leadership style that creates a positive environment that fosters, develops and promotes engagement and collaboration.
- I create a team culture of fairness and belonging, where all members of my Section are and feel valued.
- I provide opportunities for my team to participate and be included in decision making that may impact on their individual or team performance outputs.
- I openly celebrate success and tell the stories around how problems are identified and resolved.

Team Performance Management

- I effectively lead, enable and hold others accountable for delivering on our Section work programme and Council's strategic goals and performance objectives.
- I provide effective support and proactively assess my team's workload and reallocate workloads when needed.
- I make sure my team understand their statutory delegations and apply these correctly.
- I make sure reports to Council prepared by my team meet the expected standards and format.
- I understand the data and information generated by my team is an important Council asset and I use this data and systems to drive performance, quality decision-making and improved service delivery.

Team Professional Development

- I make sure everyone in my team has clear annual performance goals and measures that are aligned with Council's strategic goals, and I meet with them regularly to discuss and review progress.
- I have regular development, mentoring, coaching, feedback performance conversations with my team, I understand their career goals and encourage participation in appropriate training opportunities.
- I make sure appropriate succession planning is in place for my team and there are clear links to individual's career development plans.

Team Recruitment & Induction

- I take an active responsibility for the recruitment of the 'right person in the right job'.
- I actively participate in and ensure quality induction, training and ongoing socialisation is provided to new members in my team.

My Contribution

Accountability

- I take responsibility for my performance, decisions and actions and how these impact on others.
- I take ownership of my wellbeing and health and safety responsibilities and seek support if I need it.
- I take responsibility for ensuring the digital information, data and records created from carrying out my role are properly stored, maintained and retrievable.
- I fulfil other assigned responsibilities, tasks and project work in a professional and timely manner.

Customer Focus

- I focus on the needs of our customers and provide all of them with outstanding service.
- I treat all people with respect, and I deliver on the commitments I make.
- My actions are fair and build trust with my colleagues, customers and our community.

Relationship Building

- I build and maintain genuine relationships with my colleagues, customers and our community.
- I actively listen to others and am supportive, friendly and helpful.
- I respect all cultures and act in ways that make others feel included and valued.

Resilience & Adaptability

- I support new ways of working and am able to be flexible and calm when facing change or difficult situations.
- I am digitally confident and participant in opportunities to learn how to apply digital business technology and tools to my work.

<ul style="list-style-type: none"> I am a willing contributor and participant in business process improvement solutions and other initiatives that enhance our service delivery.
Motivation & Drive <ul style="list-style-type: none"> I take responsibility for my own learning and development and welcome feedback to improve my performance. I effectively plan, manage and prioritise my work and deliver it on time. I choose to bring the right attitude to work and I role model behaviours and attitudes that align with the Council's Values.
Collaboration & Inclusion <ul style="list-style-type: none"> I actively contribute to the achievement of team goals and objectives. I collaborate effectively with others and support my colleagues to achieve the Council's strategic goals and objectives.
Civil Defence Emergency Management <ul style="list-style-type: none"> I provide assistance and support during civil defence / emergency management activities. I participate in civil defence and emergency management training.
Working within te ao Māori <ul style="list-style-type: none"> I have a sound understanding of the Council's Te Tiriti o Waitangi obligations. I contribute to the promotion of the principles of Te Tiriti o Waitangi and work in partnership with Iwi.

My Delegations

I have delegated decision-making authorities and financial responsibilities for expenditure as listed in Council's Delegations Register. I also have staff responsibilities.

The Council may from time to time delegate to me other specified powers and duties, all of which I must exercise with due care and diligence.

My Competencies

My Qualifications and Experience:

- A recognised Level 7 qualification in Environmental Health as defined in the Environment Health Officers Qualifications Regulations 1993 or recognised equivalent.
- A sound working knowledge of all relevant statutes, regulations and standards pertaining to Environmental Health.
- At least five years' experience in the role of a senior Environmental Health Officer.
- Contractor management experience.
- Good level of digital literacy.

My Personal Attributes:

- Excellent written and oral communication skills, in particular an ability to effectively and concisely present information to Council, management and the public and Court for enforcement issues.
- Proven leadership, staff management and mentoring skills with a commitment to teamwork.
- Initiative and good judgement skills and a disposition to solving problems.
- Excellent organisational skills and an ability to work under tight time constraints
- An ability to relate to a wide range of people and a proven commitment to quality customer service and teamwork
- Good understanding of the principles of Te Tiriti o Waitangi and Tikanga Maori

My Agreement

My Name:

My Signature:

Date:

