



COMPLIANCE OFFICER – ENVIRONMENTAL HEALTH Position Description

Department/Group:	Office of the Chief Executive Group - Compliance
Reports to:	Team Leader Environmental Health & Parking
Location:	Municipal Building, 101 Guyton Street, Whanganui
Post Number:	EMV 869
PD Created / Modified:	March 2025

Whanganui District Council Vision

To be an energised, united, and thriving district offering abundant opportunities for everyone.

Our Values

- Positive and encouraging
- Collaborative brilliance
- Make great happen

Position Purpose

The **Compliance Officer – Environmental Health** is responsible for performing Council's statutory functions and roles according to various public health statutes such as, Health Act, Litter Act, Resource Management Act, Sale and Supply of Alcohol Act, Local Government Act and Bylaws to improve, promote and protect public health within the Whanganui district. The **Compliance Officer – Environmental Health** is also required to perform the required duties of a Technical Leader under the Food Act 2014.

Key Result Areas

The position of **Compliance Officer – Environmental Health** encompasses the following major functions or Key Result Areas:

<i>Key Result Area:</i>	<i>Job holder is successful if:</i>
1. Manage an Effective Quality Management System	
<ul style="list-style-type: none">• Assist the Compliance Team Leader – Environmental Health and Parking developing an effective Quality Management System.	<ul style="list-style-type: none">• Works with the wider cluster group to develop an effective Quality Management System.

<ul style="list-style-type: none"> • Managing conflicts of interest. • Effectively manage disputes between affected parties. • Report on the progress of food businesses and their implementation of FCPs. • Prepare accurate, unbiased and complete reports organising information clearly with sufficient evidence to support the conclusions and recommendations. 	<ul style="list-style-type: none"> • Conflicts are appropriately managed. • Dispute resolutions practices are implemented effectively. • Plans and progress reports are completed and provided to management. • Reports are completed to a high standard.
2. Licensing, Registration, Inspection of all health-related premises	
<ul style="list-style-type: none"> • Inspects and approves/declines premises required to be registered. • Inspects for nuisances or any conditions likely to be offensive or injurious to public health. • Takes all proper steps to secure the abatement of the nuisance or the removal of the condition. • Monitors Bylaws made for the protection of public health. 	<ul style="list-style-type: none"> • All premises comply with the Health (Registration of Premises) Regs.1966, Food Act 2014 and Health Act 1956. • No known breaches of Health Act 1956. • Cleansing orders are issued and complied with. • Nuisances appropriately actioned. • Monitoring reports are filed as evidence.
3. Food Act Technical Leader	
<ul style="list-style-type: none"> • Provide advanced technical leadership which has been identified through annual Recognised Person competency assessment regime. • Mentor and provide peer reviews of staff in regard to the processing and auditing requirements of a Food Act Verifier. • Provide expertise in technical food safety aspects and offer detailed technical opinions to the Compliance Operations Manager, Compliance Team Leader – Quality Assurance and Investigation and/or Legal Services officer when required. 	<ul style="list-style-type: none"> • Ensures compliance with Food Regulations relating to the Recognised Agencies Quality System and encourages team awareness and commitment to following agreed systems. • Ensures that future demands on the team are anticipated and planned for where possible. • Fosters high standards of performance and promotes excellence through the provision of a positive and supportive work environment including coaching and developing team members. • Provides professional senior technical advice to staff, elected members and customers on all aspects within the role.
4. Alcohol Licencing Inspector	
<ul style="list-style-type: none"> • Enquire into, and file with the licensing committee a report on all applications. • Monitor licensee's compliance with the Act. • Undertake all the functions, powers and duties conferred on them by or under the Act 	<ul style="list-style-type: none"> • All reports are timely, professional and independent. • All licensed premises receive at least one compliance inspection annually. • Accurate information is presented professionally in Hearings or Courts.

5. Enforce Whanganui District Council Bylaws	
<ul style="list-style-type: none"> Investigates reports of non-compliance. Takes all proper steps to secure the abatement of the non-compliance. 	<ul style="list-style-type: none"> All requests actioned within 8 hours of receipt. No reported nuisances remain uncompleted
6. Litter	
<ul style="list-style-type: none"> Organise contractors to clear litter. Issues infringement notices. 	<ul style="list-style-type: none"> In accordance with Litter Act 1979.
7. Noise Abatement	
<ul style="list-style-type: none"> Attends and investigates complaints of excessive noise. Issues Excessive Noise Direction notices. Issues Abatement Notices. Undertake noise level readings. 	<ul style="list-style-type: none"> Attends within 30 minutes of receiving complaint. Issued in accordance with Resource Management Act 1991 ss 326 and 327. Issued in accordance with Resource Management Act 1991 ss 322 and 324. Procedures undertaken in accordance with New Zealand Standards 6801 to 6803 for compliance with the Resource Management Act 1991.
8. Water Sampling	
<ul style="list-style-type: none"> Tests samples of potable water as required. Tests water quality of swimming pools. 	<ul style="list-style-type: none"> Samples are tested in accordance with relevant standards. Pools are tested in accordance with Director of Health directive and relevant standards.
9. Compliance and Enforcement	
<ul style="list-style-type: none"> Works with Council Officers and legal providers to develop and progress enforcement actions. Gathers evidence, prepares and maintains accurate up to date records. Issues Infringement Notices and other enforcement actions on behalf of the council. Attends District Court or Hearing as witness for the council. 	<ul style="list-style-type: none"> Reports to manager/team leader, legal advisor and Council are provided. Records and files are professionally recorded and maintained. Infringement Notices and other specified documents are accurate and issued within specified timeframes. Accurate information is presented professionally in Court and prosecution successful.
10. Customer Service	
<ul style="list-style-type: none"> Demonstrate a “customer first” culture within the team, group and in the wider organisation. Act as a Customer Advocate in the team, group and in the wider organisation. 	<ul style="list-style-type: none"> There is demonstrated application of the Customer First and associated guidelines. Availability for customers is ensured.

<ul style="list-style-type: none"> • See customer feedback as an opportunity to improve service. • Develop partnerships within the organisation to meet customer needs. • Contribute to the development of customer focused policies and procedure. 	<ul style="list-style-type: none"> • There is evidence of understanding of the needs of the customer and improving customer service. • Any appropriate Service Level Agreement requirements are met. • CRM and correspondence are responded to in required timeframe (where appropriate) • Customer queries/requests are followed through in manner that ensures closure.
11. Long-term & Annual Planning Process	
<ul style="list-style-type: none"> • Support and participate in the Long-term & Annual Planning Process for the Council when required. 	<ul style="list-style-type: none"> • The Project Manager receives effective support in achieving the Council's statutory obligations in the development of the plans, including by providing high quality and timely information to the Project Manager as required. • Contributes to the development of business cases that support effective decision making.
12. Emergency Management	
<ul style="list-style-type: none"> • Support and participation in Emergency Management for Council when required. 	<ul style="list-style-type: none"> • The Emergency Manager receives effective support in achieving the Council's statutory and community obligations in emergency and risk management. • Effective and active participation, and, where appropriate, the release of staff for emergency response situations and planned training.
13. Risk Management	
<ul style="list-style-type: none"> • Compliance with Risk Management. 	<ul style="list-style-type: none"> • Best practice risk management procedures apply to all projects, contracts, and day to day activities. • Compliance with Council risk management policies and procedures including Business Continuity, Crisis Management and Legal Compliance. • Risks associated with functions managed and policies being developed are accurately identified, evaluated, and reduced.
14. Health and Safety	
<ul style="list-style-type: none"> • Comply with all safe work procedures, policies, and instructions. • Report all incidents, hazards/risks, and injuries to supervisors in a timely manner. 	<ul style="list-style-type: none"> • Comply with any reasonable instruction that is given to you by the PCBU or your Manager. • Timely, full, and accurate completion of incidents on the H & S electronic reporting.

<ul style="list-style-type: none"> • Actively participate in the ongoing development of safe workplace practices in the Whanganui District Council. • Take personal responsibility for own safety without putting others at risk. 	<ul style="list-style-type: none"> • Participate in all Whanganui District Council Health & Safety Induction programmes and updates as and when required. • Demonstrate commitment to Health & Safety for yourself, your staff and contractors and your work colleagues.
15. Professional Development and Training	
<ul style="list-style-type: none"> • Professional Development/Training Needs are identified and enacted. 	<ul style="list-style-type: none"> • Own training needs are identified through appraisal and training needs analysis. • Agreed training programmed/development opportunities are taken up. • Knowledge of both management and professional areas remains up to date.
16. Other	
Special projects and additional duties commensurate with the position are completed from time to time as requested, meeting quality standards and deadline requirements.	

Note:

The above performance standards are provided as a guide only. The precise performance objectives and measures for this position will need further discussion between the jobholder and manager as part of the performance management process

Key Relationships:

Internal	External
<ul style="list-style-type: none"> • Strategy Group • Regulatory and Customer Services Teams • Council staff • Litter Team • Elected members 	<ul style="list-style-type: none"> • Police • Other Local Authorities • Government Departments • Mid Central Health • Age Concern • Council's security contractor • After-hours call centre • Noise consultants • Laboratory services • Regional Council • District Court

Role Scope:

Direct Management of Staff:	Nil
Indirect Management of Staff:	Nil
Delegated Financial Authority:	In accordance with delegated authority guidelines

Qualifications and Experience:

Essential:	Desirable:
<ul style="list-style-type: none">• National Diploma in Environmental Health Science or similar [refer Regulations 2 and 3 Environmental Health Officers Qualifications Regulations 1993] or prepared to work towards qualifications.• A current NZ drivers licence• No criminal convictions (or pending)• Environmental Health Annual Practising Certificate or working towards this certificate.• Good organising/time management skill• Outstanding communication, negotiation and conflict resolution skills• Maintain confidentiality• Sound understanding of Health Act 1956• A minimum of 2 years' experience in the Environmental Health sector in an enforcement or compliance role or willing to work as a trainee to gain this experience.• Outstanding customer focus	<ul style="list-style-type: none">• Food Safety and Audit Training and Experience• Level 3 Certificate in Regulatory Compliance.• Auditing experience• Interpersonal skills• Local Government experience• Experience in the monitoring and assessment of noise in the environment

Variation:

From time to time, it may be necessary to consider changes in the position description in response to the changing nature of our work environment – including technological requirements or statutory changes. This Position Description may be reviewed as part of the preparation for performance planning for the annual performance cycle or as required.

Acceptance of Position Description

I have read the attached Position Description and agree that it represents the duties I will perform for the above position.

Employee: _____ Dated: _____

Manager: _____ Dated: _____