

Job Description



My Position

Position:	Environmental Health Support Officer
Section:	Regulatory
Group:	Environmental Services
Responsible to:	Team Leader Environmental Health
Job Purpose:	<ul style="list-style-type: none">• To provide high level administrative and coordination support for the Environmental Health team for the District Licensing Committee (DLC), alcohol licensing processes, specialised food functions and noise control functions.• To provide timely and accurate processing of alcohol licence applications, coordination of regulatory workflows and the maintenance of systems and records, in accordance with established procedures and legislative requirements to support Environmental Health Officers and Alcohol Licensing Inspectors.• To support the Team Leader - Environmental Health with overseeing the delivery of audits and inspections.• To provide the above with excellent customer service and in a cost-efficient manner.• To process and track financial and administrative information, including invoices, purchase orders, and debtor-related activities.

Our Council

Our District Vision:	Thriving resilient Tasman <i>Kia manawaroa te tai o Aorere</i>
Our Purpose:	Delivering Public Value <i>Kia whai hua mā te marea</i>

Our Values

We support our Vision and Purpose through living our values.

Auahatanga – Innovation. *I orea te tuatara, ka patu ki waho. A problem solved by continuing to find solutions.*

- We love ideas, big or small
- We delivery differently
- We learn and grow
- We give it a go
- We are brave and challenge the status quo

Kawenga – Responsibility. *Kia ū ki te pai. Stay resolute to that which is good.*

Manaakitanga – Caring/ Sharing. *Te tohu o te rangatira, he manaaki. The sign of a leader is how they support, protect and respect others.*

- Helpfulness and respect guide us
- Our mana encourages and lifts others up
- Care and empathy are a priority
- We are always welcoming
- We freely share knowledge

Whanaungatanga – Relationships. *He aroha whakatō, he aroha puta mai. If kindness is given then kindness shall be received.*

- We honour our commitments
- We act professionally with integrity
- We are honest and open
- We bring the right attitude to work
- Safety and wellbeing come first

- We connect, listen and involve
- We believe in collective success
- Our stories create shared meaning
- We embrace diversity
- We are kind and nurturing

My Group

Role of the Environmental Services Group

The Environmental Services Group are the Tasman region's front-line providers of environmental information, science expertise, and natural infrastructure management. We provide respected specialist expertise across a range of land, water and ecological disciplines, and serve as the region's natural hazards advisor during times of emergency. Our dedicated teams also carry out extensive environmental control and protection work across the region, including biosecurity, catchment enhancement, coastal erosion, and river management works.

The Group also 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, biosecurity and maritime safety.

We achieve this by demonstrating the principles of Te Tiriti, investing wisely in business process improvement, data management, people, tools, and science, and by respecting, supporting and enabling those that rely on our work. Our information systems and specialist advice provide a wealth of environmental understanding, enabling our Council and communities to make empowered decisions.

My Key Result Areas

My Priorities	
What am I supposed to do?	How well am I supposed to do it?
<p>Public and Environmental Health Functions</p> <ul style="list-style-type: none"> • Provide specialised administrative and technical support across environmental health functions, including District Licensing Committee (DLC) processes, alcohol licensing, end-to-end administrative support of hearings, specialised noise control functions, food-related activities, and general regulatory processes. • Receive, process, and track applications, service requests, and enquiries in line with Council procedures and legislative requirements. • Prepare and maintain accurate records, and liaise with internal staff, applicants, and external agencies to support timely and compliant outcomes. • Support Environmental Health Officers by scheduling work, collating information, and ensuring workflows, inspections, and service requests are progressed efficiently. • Maintain high-quality records and contribute to the consistent and efficient delivery of environmental 	<p>Public and Environmental Health Functions</p> <ul style="list-style-type: none"> • Specialised administrative and technical support is delivered to a high standard, with District Licensing Committee (DLC) processes and hearings prepared in a comprehensive, timely, and procedurally rigorous manner, ensuring documentation is complete, accurate, and supports fair, transparent, and legally sound decision-making. • Applications, service requests, and enquiries are processed accurately and in accordance with relevant legislation, Council procedures, evidentiary requirements, and statutory timeframes. • Documentation, reports, and hearing materials are prepared to a high level of accuracy, completeness, and integrity, ensuring they are fit for purpose in a regulatory and quasi-judicial environment. <p>Support provided to Environmental Health Officers enables the efficient and compliant progression of</p>

<p>health services, including supporting system and process improvements.</p>	<p>inspections, licensing, and regulatory processes, with deadlines consistently met.</p> <ul style="list-style-type: none"> • Records, systems, and administrative processes are maintained to a high standard, with continuous improvement contributing to consistency, auditability, and overall regulatory effectiveness.
<p>Recording and Reporting Systems</p> <ul style="list-style-type: none"> • Maintain accurate and up-to-date records across Council systems (e.g. MagiQ, CRM, DORIS) for environmental health activities. • Receive, process, and record applications, service requests, job sheets, and correspondence in line with Council procedures. • Manage document control, including scanning, filing, and retrieval to ensure records are accessible and audit-ready. • Process and track financial and administrative information, including invoices, purchase orders, and debtor-related activities. • Collate and maintain data for reporting purposes, including team statistics and information to support internal reporting and LGOIMA requests. 	<p>Recording and Reporting Systems</p> <ul style="list-style-type: none"> • Records across Council systems are accurate, complete, and kept up to date, supporting effective regulatory and administrative processes. • Applications, service requests, and correspondence are processed consistently in accordance with Council procedures and within required statutory timeframes. • Document management practices ensure information is well organised, accessible, and meets audit and compliance requirements. • Financial and administrative information is recorded correctly and managed in a timely manner, supporting transparency and accountability. • Reporting data is reliable and maintained to a high standard, enabling accurate reporting and informed decision-making.
<p>Inspections and verifications</p> <ul style="list-style-type: none"> • Support for inspections and verifications is delivered efficiently and accurately, enabling Environmental Health Officers to meet operational and statutory requirements. • Coordination activities, including scheduling and preparation of documentation, are completed in a timely manner and support smooth delivery of regulatory functions. • Information, applications, and supporting documentation are accurate, complete, and prepared in accordance with Council procedures and legislative requirements. • Interactions with applicants, license holders, and stakeholders are professional, courteous, and support a clear understanding of regulatory processes. <p>Administrative support to regulatory processes, including District Licensing Committee requirements, contributes to an organised, compliant, and effective service.</p>	<p>Inspections and verifications</p> <ul style="list-style-type: none"> • Support for inspections and verifications is delivered accurately and in a timely manner, enabling Environmental Health Officers to meet statutory and operational requirements. • Scheduling and coordination activities are managed efficiently, ensuring inspections, site visits, and related tasks are progressed within agreed statutory timeframes. • Documentation, applications, and supporting information are complete, accurate, and prepared in accordance with Council procedures and legislative requirements. • Communication with applicants, licence holders, and stakeholders is professional, clear, and contributes to a positive customer experience. • Administrative support to regulatory processes, including District Licensing Committee requirements, is organised, consistent, and supports an effective and compliant service.
<p>Liaison</p> <ul style="list-style-type: none"> • Provide a timely and professional response to customer enquiries, ensuring clear communication and appropriate follow-up. • Liaise with internal teams, Environmental Health Officers, and external agencies to support coordination of regulatory activities. 	<p>Liaison</p> <ul style="list-style-type: none"> • Customer enquiries are responded to in a timely, professional, and helpful manner, with clear communication and appropriate follow-up. • Liaison with internal teams and external agencies is effective, ensuring information is shared accurately and regulatory activities are well coordinated.

<ul style="list-style-type: none"> • Act as a key point of contact for applicants and stakeholders, facilitating the flow of information through regulatory processes. • Support effective working relationships by sharing accurate information and coordinating responses across the Environmental Health team. • Contribute to a positive customer experience by ensuring communication is clear, consistent, and aligned with Council standards. 	<ul style="list-style-type: none"> • Communication with applicants and stakeholders is clear, consistent, and supports an efficient flow of information through regulatory processes. Working relationships across the Environmental Health team are positive and collaborative, supporting consistent and coordinated service delivery. • Customer interactions reflect a high standard of service, with communication that is professional, easy to understand, and aligned with Council expectations.
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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 are 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 are 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.
- I am a willing contributor and participant in business process improvement solutions and other initiatives that enhance our service delivery.

Motivation & Drive

- 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

- 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

- 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

- I have the appropriate level of knowledge and understanding of the principles and application of Te Tiriti o Waitangi for my role.
- I have the appropriate level of knowledge of Tikanga Māori (customs and practices) and Te Reo Māori (Māori language) for my role.
- I have the appropriate level of knowledge of Council's engagement protocols with the whānau, hapū and iwi of te Tauihu for my role.
- I foster a culturally inclusive environment by actively engaging with and respecting Māori perspectives and practices in my work.

My Delegations

I have no staff or financial responsibilities. However, the Council may from time-to-time delegate to me specified powers and duties which I must exercise with due care and diligence.

My Competencies

My Qualifications and Experience:

- Minimum 3 years' experience providing specialised administrative and coordination support in a regulatory or compliance environment, including working with structured processes, statutory requirements, or formal decision-making frameworks (e.g. licensing or committee processes).
- A current full New Zealand driver's licence is essential.
- Sound understanding of, or ability to quickly acquire knowledge of, relevant statutes, regulations, and standards relating to environmental health, alcohol licensing, and associated Council functions.
- High level of digital literacy, including experience using business systems, document management platforms, and data management tools, with an ability to maintain accurate, auditable records.
- Strong organisational and communication skills, with the ability to manage competing priorities, meet statutory timeframes, and support complex administrative processes (e.g. hearings, regulatory workflows).

My Personal Attributes:

- Strong written and verbal communication skills, with the ability to provide clear, accurate, and professional information to customers, staff, and stakeholders.
- Well-developed organisational skills, with the ability to manage multiple tasks, prioritise workloads, and support time-critical regulatory processes such as hearings and licensing activities.
- High level of attention to detail, ensuring accuracy in processing information, preparing documentation, and maintaining records across Council systems.
- Reliable and proactive, with a practical approach to completing tasks, following through actions, and supporting efficient team workflows.
- Strong customer service focus, with the ability to work collaboratively, maintain positive relationships, and adapt to changing priorities within a structured regulatory environment.

My Agreement

My Name:

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My Signature:

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Date:

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