

Job Description



My Position

Position:	Administration Officer – Environmental Health
Section:	Environmental Health
Group:	Environmental Services
Responsible to:	Team Leader – Environmental Health
Job Purpose:	To provide a competent and timely administration service within the Environmental team.

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:	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.*

- 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

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 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?
Administrative Service Delivery - Lead and manage end-to-end administrative workflows for Environmental Health functions, including application processing, registrations, licensing administration, invoicing, purchase orders, refunds, and electronic records management. - Coordinate incoming service requests and actively schedule technical staff to support efficient, timely, and well-prioritised field service delivery. - Manage financial administration tasks within established Council procedures, including fees, refunds, invoicing support, and debt-recovery administration in collaboration with Finance/Debtors. - Coordinate general administrative and statutory support for the team, including District Licensing Committee Secretary duties when required, and provide planned cover for Environmental Health Support Officer duties during absences. - Maintain, monitor, and improve administrative databases and records so information is current, well-structured, accessible, and able to support statutory and customer-service functions. - Provide day-to-day guidance to staff on administrative processes, information requirements, forms, and records management expectations within agreed procedures.	Administration Services Delivery - Administrative processes are delivered accurately, consistently, and within relevant legislative, organisational, and service-timeframe requirements. - Service requests and field visits are triaged, scheduled, and followed up in a way that supports effective field delivery and clear communication with officers and customers. - Financial processing is completed with a high level of accuracy, accountability, and timely follow-up, with issues escalated appropriately. - Service continuity is maintained during absences or workload peaks, with priorities managed flexibly and professionally. - Databases and records are kept current, complete, searchable, and reliable, supporting operational reporting and informed decision-making. - Administrative guidance is practical, consistent, and aligned with agreed Council processes, without exceeding the role's delegated authority.

Process Improvement & Problem Solving • Coordinate and contribute to continuous improvement of administrative systems, templates, forms, workflows, and records-management practices. • Identify inefficiencies, gaps, or recurring issues and lead practical administrative solutions in consultation with the Team Leader, technical staff, Customer Services, and other relevant teams. • Manage the review and upkeep of key documents, templates, forms, and process notes to ensure they are accurate, current, and fit for purpose. • Apply sound judgement to resolve routine and moderately complex administrative issues, escalating matters that require technical, statutory, or management decisions. • Support staff to adopt improved administrative processes by providing clear guidance, reminders, and consistent follow-up.	Process Improvement & Problem Solving • Improvements are identified proactively and implemented in a practical way that increases efficiency, consistency, and customer experience. • Issues are resolved at the appropriate level, with risks, exceptions, and matters outside delegation escalated promptly. • Documents, forms, and templates remain accurate, user-friendly, and aligned with current practice and legislative requirements where relevant. • Problem solving is calm, organised, evidence-based, and focused on service continuity and quality outcomes. • Staff receive clear and constructive administrative support that improves consistency without creating unnecessary complexity.
Recording and Reporting Systems • Maintain statistical recording systems so accurate, reliable, and comprehensive data is available to support service delivery, statutory reporting, monitoring, and planning. • Coordinate preparation and submission of required statistical returns to relevant regulatory bodies, including the Alcohol Regulatory and Licensing Authority and the Ministry for Primary Industries. • Maintain systems that track, communicate, and escalate matters requiring discussion, clarification, follow-up, or action by the appropriate person. • Monitor administrative reporting information for gaps, inconsistencies, or overdue actions and coordinate follow-up to support timely resolution. • Prepare routine reports, summaries, and information extracts to support the Team Leader and technical officers with planning, workload visibility, and decision-making.	Recording and Reporting Systems • Data is complete, accurate, consistent, and maintained in a way that supports reliable reporting and decision-making. • Statutory and organisational reporting is completed accurately and within required timeframes. • Tracking systems provide clear visibility of outstanding matters, responsibilities, status, and escalation points. • Gaps, inconsistencies, and overdue matters are identified early and followed up appropriately. • Reports and summaries are clear, timely, and relevant to operational needs.
Liaison • Coordinate regular communication with Environmental Health staff to ensure information is captured, recorded, updated, and followed up within required timeframes. • Work closely with Customer Services to support accurate receipt, processing, and recording of applications and requests, including the provision of relevant forms and customer information • Act as a key administrative coordination point between the Environmental Health team, Customer Services, Finance/Debtors, and other internal teams where required. • Lead timely administrative follow-up with staff and internal customers to clarify information, resolve process issues, and maintain workflow momentum. • Support a consistent customer-focused approach by ensuring information provided through administrative channels is accurate, helpful, and aligned with Council processes.	Liaison • Communication is timely, clear, professional, and focused on keeping work moving and information accurate. • Applications, requests, and supporting information are processed consistently and with minimal avoidable rework. • Internal liaison supports smooth handover, shared visibility, and coordinated service delivery. • Follow-up is proactive and respectful, with matters escalated where delays or risks arise. • Customer-facing information is accurate, consistent, and supports a positive Council experience.

Data Research & Information Support • Coordinate and undertake data research, records checks, and information gathering to support operational activities, customer responses, statutory processes, and informed decision-making. • Collate and organise information from Council systems, records, and databases to support technical officers and the Team Leader. • Identify and flag incomplete, inconsistent, or unclear information so it can be corrected or clarified by the appropriate person. • Prepare clear administrative summaries, information extracts, and background material for operational use, while maintaining confidentiality and information-management requirements.	Data Research & Information Support • Data research and information support is accurate, relevant, timely, and appropriately sourced. • Information is presented clearly and in a format that supports practical operational use. • Data-quality issues are identified and escalated appropriately rather than being left unresolved. • Confidentiality, privacy, and records-management expectations are consistently maintained.
Workload Management, Quality Assurance & Service Continuity • Prioritise administrative workload, balancing routine work, urgent requests, statutory timeframes, and team service needs. • Coordinate administrative quality checks across key processes to reduce errors, improve consistency, and support audit-ready records. • Maintain shared process notes, task lists, and handover information to support continuity during leave, vacancies, or workload pressures. • Escalate emerging workload, service-delivery, or compliance risks to the Team Leader in a timely and constructive manner. • Contribute to a respectful, organised, and service-focused team environment through reliable follow-through, clear communication, and practical support.	Workload Management, Quality Assurance & Service Continuity • Priorities are managed effectively, with urgent and statutory work identified early and progressed appropriately. • Quality checks reduce avoidable errors and support consistent, defensible administrative records. • Handover and process information is clear, current, and useful for maintaining service continuity. • Risks and workload pressures are escalated early, with relevant context and practical options where possible. • The role contributes positively to team reliability, customer service, and operational resilience.

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 can 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 Taihū 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:

- A Level 3 qualification in Business Administration or similar qualification
- Proficiency in the Microsoft Office/Windows environment and operating office systems – preferred level 2 NZQA qualifications
- At least three years of office administration experience
- Demonstrable skills and experience in data management systems and database development
- Experience with electronic records management
- Customer services experience
- A working knowledge of the relevant statutes, regulations and procedures pertaining to Environmental Health and other local government regulatory procedures is desirable e.g. health Act 1956, Food Act 2014, Sale and Supply of Alcohol Act 2012 and Resource Management Act 1991.

My Personal Attributes:

- Excellent written and oral communication skills.
- Initiative and good judgement skills and a disposition for solving problems.
- Good 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
- This position requires the incumbent to work with minimum supervision
- The ability to adjust frequently and successfully in a changing work environment.
- The ability to work as part of a team

My Agreement

My Name:

My Signature:

Date: