

ROLE DESCRIPTION
October 2023

Title & Reporting Relationships

Position Title: **Environmental Health Officer, Te Āpiha Taiao, Environmental Standards Team, Regulatory Services Group**

Grade: SP 14 -16*
**Appointment will be made pending skills, experience and qualifications balanced with the organisation's needs at the time*

Reports to: Team Leader – Environmental Health, Licensing & Compliance

Direct Reports: Nil

Warranted Officer role: Yes

Purpose of the Group and the Position: **The Regulatory Services Group** comprises four main teams: Environmental Standards; Resource Consents and Compliance; Building Control; and Customer and Business Support. The teams work collaboratively to ensure effective planning, organisation, management and leadership for regulatory functions is provided in an efficient, effective, sustainable and customer friendly manner in compliance with relevant legislation and in accordance with Council's social and environmental policies.

Within this Group the Environmental Standards team is comprised of two smaller teams – Public Spaces and Animal Management, and Environmental Health, Licensing and Compliance. These teams work collaboratively to ensure compliance with the requirements of the District Plan, Council's Bylaws and other relevant legislation, and in accordance with Council's social and environmental policies.

The Environmental Standards team ensures the delivery of statutory requirements as required by the Health Act 1956, Food Act 2014, Local Government Act 2002, Resource Management Act 1991, Building Act 2004, Sale and Supply of Alcohol Act 2012, Hazardous Substances and New Organisms Act 1996 and associated regulations, bylaws, standards and guidelines.

The purpose of this role is to contribute to community safety and wellbeing in the District through the effective and efficient regulation of:

- food safety (registration and verification)
- health registration (hairdressers)
- alcohol licensing
- noise, smoke, pests and other potential health nuisances.

The Environmental Health Officers (EHOs) support Council's initiatives to maintain, protect and improve health, safety and wellbeing of our residents and visitors.

All members of the Environmental Health team will be expected to respond as required in the event of a civil defence emergency.

Internal Customers:

This role is responsible for establishing and maintaining effective, co-operative and professional working relationships with all stakeholders including:

- Group Manager Regulatory Services
- Environmental Standards Manager
- Team Leader Environmental Health, Licensing and Compliance
- Environmental Standards team members
- Members of the wider Regulatory Services Group
- Other staff across other Council teams

External Customers:

- Members of the community
- Greater Wellington Regional Council
- Te Whatu Ora
- Ministry of Primary Industries
- Alcohol Regulatory and Licensing Authority
- Food businesses and other commercial operators
- Business, Educational, Professional, Community and Environmental Groups
- Legal advisors
- Other Territorial Authorities

KEY RESPONSIBILITIES AND OUTCOMES

In the current local government environment, the Council must be well positioned and supported to meet the current and future needs of communities for good quality local infrastructure, local public services and performance of regulatory functions in a way that is most cost-effective for businesses and households. The Council needs to be ready for, and respond appropriately to, changes in external operating environments (such as shifts in government policy), which in turn influence how we do things. The Council is working to be well-positioned not only to see what is coming but also to take opportunities to influence the shape of these externally driven changes.

Our organisational values are to be:

- Caring – we understand our customers' needs, share information and work as a team.
- Dynamic – we bring a can-do attitude to make it happen; and
- Effective – we get it right and deliver consistent, value for money services.

Staff will be aware of political sensitivities, support equal employment opportunities, and demonstrate an understanding of the implications of the Treaty of Waitangi on the operations of a local authority.

FUNCTIONAL KEY RESULTS

All Officers in the Environmental Standards team work collaboratively to ensure effective delivery of relevant services and obligations. As such tasks may be shared amongst the Officers to ensure the Council continues to meet its statutory obligations and organizational objectives.

Food, Alcohol and Health Licensing Management

- Plan and implement work programmes in line with organisational objectives and legislative directions to ensure the consistent and professional inspection and evaluation of all registered and licensed premises.

Food

- Manage registration of food businesses in a manner that assists business owners to meet their regulatory obligations.
- Undertake verification of template food control plans.
- Investigate food safety complaints.

Alcohol (if required to assist the Alcohol Licensing Inspectors)

- Manage licence requests and applications by liaising with relevant stakeholders and providing advice, direction and guidance, recommendations and review.
- Report on alcohol licence applications.
- Undertake after hours monitoring and compliance visits in relation to alcohol licensed premises.

Health

- Manage registration and inspection of hairdressers, campgrounds, funeral directors and public swimming pools

General

- Investigate complaints in relation to registered premises.
- Decide on and take appropriate remedial or enforcement measures for non-complying matters; make recommendations for prosecution; initiate enforcement action when deemed necessary.
- Provide advice, evaluation and approval in relation to building consents for registered premises.
- Provide advice and direction on achieving compliance in relation to temporary events and relevant Council policies.
- Contribute effectively to Councils Quality Assurance system by developing and following processes and procedures.

Environmental Investigation & Enforcement

- Manage environmental health requests and complaints by liaising with relevant stakeholders to determine the level of investigation and monitoring required to work toward appropriate resolution for all affected parties.
- Invoke powers bestowed to an Environmental Health Officer regarding entry into premises and Health Act notices (or assist as qualifications permit).
- Investigate complaints of excessive noise under the Resource Management Act 1991 (RMA) and, where necessary, take immediate or other action to reduce the noise to a reasonable level.
- Assist with management of Council's noise control service including maintaining accurate data and records in relation to Council's activities in the areas of excessive and unreasonable noise.
- Provide advice on swimming pool standards and pool water quality with regard to testing procedures and methods to ensure compliance with current standards.
- Provide technical input and report on public health effects associated with applications for resource consent.

- Undertake investigations and resolution of complaints related to methamphetamine and asbestos contamination.
- Provide leadership, advice and inter-agency coordination around health housing issues.
- Liaise with, share information, and seek support and resources around health issues with emergency services such as Police, Fire and Public Health.
- Decide on and take appropriate remedial or enforcement measures for non-complying matters or public health issues; make recommendations for prosecution; initiate enforcement action when deemed necessary.
- Prepare documentation for any judicial or Council matter, including witness documentation and evidence preparation.

Emergency Response

- Provide advice and assistance on environmental health issues in the event of an emergency and assist in the planning and preparation for emergency situations.
- Liaise with external agencies and Council staff to co-ordinate Council's response to potential threats to the district's recreational water quality (including spill response and other incidents which present a risk to public health).
- Be associated, as required, with Civil Defence or any exercise that might be organised in relation to this Council function.

Customer Service

- Respond to customer needs promptly, accurately and efficiently within agreed timeframes.
- Identify and clarify customer priorities and ensure needs are met in a professional manner.
- Maintain a professional, courteous, and helpful attitude to all customers (internal and external) ensuring communication is accurate, succinct and in a manner which promotes customer service excellence and demonstrates our caring, dynamic and effective values.

Teamwork

- Participate willingly and positively in the orientation and training of new staff in specific areas, providing coaching/buddy support as required.
- Contribute to, or participate in, any projects and initiatives where the opportunity arises.
- Participate in a continuous improvement culture and to enable ongoing quality improvement.
- When required, assist in reviewing and development of policies, standards, information, guidelines and submissions in relation to environmental health.
- Demonstrate a collaborative working style, sharing information and participate as a member of the team undertaking all tasks maintaining positive working relationships with other staff members and internal and external customers.

Financial Management

- Ensure all financial activity is conducted in accord with current policy and procedures.
- Ensure you work within your financial delegation.

Legislative Compliance

- Keep up to date with legislation/amended legislative frameworks and be able to demonstrate the application of such changes (in work and or communicate them to others).

Monitoring and Reporting

- Review, monitor and report on activity or projects as required by the Manager.
- Ensure any written reports are produced using Council standard templates and are provided within the required peer review timeframes.

Relationship Management

- Build and maintain effective professional working relationship with all key stakeholders, contractors and external agencies.
- Build and maintain effective working relationships with other council staff members based on a collaborative, collegial and cooperative working style.

Information Management

- Take responsibility for ensuring Council information is stored with the appropriate accessibility in RAD (Sharepoint), using processes and tools as described in the current Information Management Policy.

Personal Key Results

- Contribute positively and effectively, as required to the operation of cross Council project teams, the Group, and the organisation as a whole.
- Maintain a strict sense of professional ethics, maintaining confidentiality, privacy and managing conflict of interest in accordance with Council policy.
- Exhibit behaviours consistent with the understanding of the Treaty of Waitangi and its application for the Council.
- Demonstrate commitment to organisational values through behaviour that is consistent with our Caring, Dynamic and Effective approach to customer service.
- Maintain comprehensive and up to date knowledge and competencies in relation to applicable legislation and industry best practice in relation to food, alcohol and health licensing.

Health and Safety

All employees have a responsibility to work towards keeping a safe and healthy work environment by practising safe work methods, identifying workplace risks and hazards and using appropriate safety equipment. This includes but is not exclusive to demonstration of the following:

- Taking all reasonable steps to ensure your own safety at work, and that no action or inaction of yours while at work causes harm to any person.
- Reporting any risks and/or hazards you become aware of in the workplace.
- Observing all safety policies, procedures and precautions, including wearing and using the protective clothing and equipment.
- Notifying your manager/Group Manager/H&S Advisor immediately if you have an accident/incident/near miss at work and completing the required forms within 24 hours.
- Notifying your manager/Group Manager/H&S Advisor within 24 hours of filing any ACC claim for a work-related accident or gradual process injury and provide your manager/Group Manager/H&S Advisor with copies of relevant medical information specific to your claim.
- Complying with all policies and procedures that are in place.

At the discretion of the Council, as part of a rehabilitation programme, you may be required to return to work to undertake such alternative duties as are available and are as reasonably within your capability and level of fitness as determined in consultation with a registered medical practitioner.

Essential Skills, Knowledge and Experience

- A degree or qualification which is equivalent to Environmental Health Officer status under the Environmental Health Officers Qualifications Regulations 1993.
- Experience in working as an Environmental Health Officer, including verifying template food control plans.
- Demonstrated ability to perform tasks of a physical nature to ensure safe performance of duties such as outdoor inspections on various sites.
- A valid New Zealand Driver Licence.

- Effective interpersonal skills with a demonstrated commitment to customer service and ability to work with a wide range of people within and outside the organization, including in situations that might be stressful to them.
- Effective communication skills, both oral and written including being able to effectively deliver presentations to groups.
- Demonstrated time management skills and ability to work effectively without supervision and collaboratively as an effective team member.
- Demonstrated effective negotiation and conflict resolution skills.
- Demonstrated effective relationship management skills and the ability to build and maintain professional working relationships with stakeholders while balancing the need to gain compliance outcomes.
- Intermediate computer keyboard skill, including MS Word and Excel
- Demonstrated sound judgement and decision-making skills.
- Excellent written skills demonstrating attention to detail and communication is simple, clear, concise and easily understood, including ability to effectively take contemporaneous notes, and gather evidence during all aspects of the role.
- Ability to achieve/maintain qualifications and competencies to ensure approval as a verifier and food safety officer as required by the Council and Ministry for Primary Industries (MPI).
- Demonstrated effective communication skills including ability to communicate in a culturally appropriate, clear and constructive manner, applying questioning and clarifying to ensure messages are understood.

OTHER INFORMATION

From time to time, the position holder may be required to perform other duties in conjunction with the role and which are reasonably within their experience and capabilities.

Civil Defence, Emergency Management and Business Continuity Duties

All staff of Kāpiti Coast District Council may be required to undertake Civil Defence and/or Emergency Management duties in the event of an emergency. (Training will be given as appropriate.) Staff will also be required to assist with maintaining business continuity in the event of a disruption to Council business and/or the impact of a pandemic by undertaking duties in accordance with how the Council responds to the interruption.

The Council likewise recognises the staff member's need to ensure their family's needs are adequately catered for.

Performance Review

Performance in this position will be assessed in terms of an agreed performance plan.