

POSITION DESCRIPTION

Position Title: Cadet Environmental Health Officer	Classification: As per Award rates	Position Number: BHCC-CCE-12
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Group/Area: Corporate & Customer Experience	Reports to: Manager Corporate & Customer Experience	Hours per week: 35
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Our Organisation:

Vision: Broken Hill is a vibrant, prosperous and culturally rich Heritage City shared with visitors from around the world.

Mission: Council provides responsive community leadership to enhance community living and facilitate a prosperous economy

Our Values: Accountability, Pride, Perseverance, Courage & Honesty, Teamwork

Position Purpose:

The Cadet Environmental Health Officer will be provided with a structured pathway to gain essential technical and professional skills within the Local Government context to support the provision and maintenance of a high standard of environmental health compliance in the community.

The position will provide assistance in the areas of food safety, health promotion, environmental protection, and vector control services in the city.

This role is required to successfully undertake all designated work tasks while successfully completing the Bachelor of Science (Environmental Health) within the specified period of the Cadetship (estimated as 6 years maximum).

Special Requirements:

- This position will be required to engage in frequent communication with residents and stakeholders, maintaining the professional image of Council is paramount.
- Some out of hour's work is required.

Key Stakeholders:

- General Manager
- Executive Leadership Team
- Senior Leadership Team and all department staff
- Other council departments
- Ratepayers and other service users
- Community Groups and Individuals
- Contractors
- Local Government agencies

Reporting Lines:

- This position reports to the Manager Corporate & Customer Experience.
- The position has no direct reports.

Accountabilities**You will use your professional skills and experience to fulfil the following key responsibilities:**

- Carry out enquiries both telephone and face to face.
- Assist in and carry out conducting legislated inspections and auditing of registered premises such as food premises, skin penetration premises, footway restaurants, public swimming pools, underground petroleum storage systems (UPSS), cooling towers, caravan parks, boarding houses and mortuaries, in accordance with delegations issued by Council.
- Assist in and carry out the Investigation of food poisoning and food related illnesses/infectious diseases.
- Assist in and prepare correspondence to ensure that statutory obligations are met.
- Assist in and carry out the issue orders, infringements and notices in accordance with delegations issued by Council.
- Assist in and carry out the approval, monitoring, surveillance and auditing of wastewater and on-site sewerage management systems, in accordance with delegations issued by Council.
- Assist and carry out the completing of customer service enquiries.
- Assist in and undertake resolution of environmental complaints, in accordance with delegations issued by Council.
- Assist and carry out analysis of water, dust and soil samples.
- Carry out all duties in accordance with relevant legislative, industrial and Council policy requirements and standards and procedures including the areas of EEO, Code of Conduct, all staffing policies and WH&S and Rehabilitation legislation.
- Complete training where required.
- Participate in team projects as required.
- Undertake other duties within employee's skills, competency and training as required.

You will contribute to a customer focused approach to service delivery by:

(N.B. Customers include both internal and external customers, including but not limited to ratepayers, residents, co-workers, councillors, external agencies, suppliers etc.)

- Understanding the overarching outcomes provided by Council through service delivery and infrastructure provision to the quality of life for residents and visitors to our city and having an ability to promote these outcomes.
- Listening to customers and understanding that customer experiences are multi-faceted and consideration is given to customer viewpoint and sensitivities surrounding particular decisions and interactions.
- Recognise that customers' perceptions are their reality. Create processes to catalogue your customers' reactions and act on this intelligence by aligning your operational practices wherever possible to positively impact on your customers' perceptions.
- Ensure that value is delivered to customers through a commitment to mutual cooperation among employees from different functions and departments.
- Responding to and resolve Customer Requests and enquires in a timely and customer focused manner.
- Ensuring that communication with customers is open, timely and transparent.

- Always act courteously and professionally towards customers.
- Manage difficult situations and conflicts – calmly and professionally.

You will contribute to an effective organisation by:

- Monitoring the external environment to identify potential risks, threats and opportunities related to your department and ensuring these are considered in decision-making.
- Support business excellence and continuous improvement practices.

You will assist Council in achieving a financially sustainable future by:

- Contributing to a whole of Council approach to resource usage and allocation.
- Maintaining a 'value for money' attitude, through efficient and effective use of resources.
- Making recommendations for innovative improvements in your work area that enhance outcomes for the community and reduce corporate services costs.

You will assist Council to meet Records Information Management:

- Understand and implement compliant records management in line with the State Records Act and BHCC Record Management Policy.

You will adopt a teamwork approach by:

- Performing an active role within the team to achieve the objectives of that function.
- Engage in regular communication and co-operation with fellow team members.
- Understanding that all staff at Council are one team working towards a shared purpose and applying a 'whole of organisation' approach to every aspect of your work.
- Embracing and promoting the values of the organisation.
- Setting an example for other employees regardless of reporting lines.
- Committing to self-awareness and improving professional effectiveness.
- Understanding corporate risks that apply to your activities.

You will ensure a safe and equitable workplace environment by:

- Acting in accordance with the NSW WHS Act 2011, WHS regulations and Council's WHS Framework.
- Implementing, monitoring and complying with Council's WHS Framework, including, but not limited to WHS Policies, Standard Operating Procedures, Risk Assessments/Work Instructions and associated tools in the work area.
- Adequately familiarising yourself with your WHS responsibilities and actively fulfilling these.
- Ensuring Council's equal opportunity employment practices reflect the highest standards of ethics, and EEO plans are developed and implemented accordingly.

Other duties

In accordance with the Broken Hill City Council Award, Broken Hill City Council is committed to improving the skill levels of its employees and removing any impediments to multi-skilling. This position has therefore been designed to ensure the incumbent of the position (the employee) has a broad and diverse range of accountabilities and duties to perform.

The responsibilities and tasks listed in this position description are indicative only; Broken Hill City Council may direct the employee to carry out such duties that are within the limits of the employee's skill, competence and training.

Employees shall have reasonable and equitable access to education and training to enable them to acquire the range of skills they required for positions.

Position and Person Specification

Essential

- Eligible to enrol and undertake studies for tertiary qualification in a Bachelor of Science (Environmental Health).
- Demonstrated high level of written, verbal and interpersonal communication skills.
- Genuine interest in pursuing a career in Environmental Health.
- Commitment to completing all aspects of the cadetship including on and off the job training inclusive of short courses as required.
- Demonstrated high level skills and experience with Microsoft Office Suite, including Word, Excel, Outlook etc.
- Demonstrated ability to work as part of a team as well as individually.
- Demonstrated commitment to a customer service culture and delivery of quality service.
- Current Class C Driver's License (minimum provisional license) or ability to obtain.

Desirable

- Understanding of the Australian Business Excellence philosophy and commitment to continuous improvement.

Acceptance of Position Description

Approved: General Manager

Signature:



Date: xx/03/2025

I have read and understand the content of the Position Description and undertake to meet the duties and responsibilities of this position.

Accepted: Employee Name

Signature:

Date: