



## **SOUTH GIPPSLAND SHIRE COUNCIL**

### **POSITION DESCRIPTION**

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<b>POSITION:</b>	Wastewater Compliance Officer
<b>DIRECTORATE:</b>	Development Services
<b>DEPARTMENT:</b>	Regulatory Services
<b>CLASSIFICATION:</b>	Band 6
<b>EMPLOYMENT STATUS:</b>	Temporary Full Time
<b>CURRENT OCCUPANT:</b>	Vacant
<b>DATE:</b>	August 2016

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### **ORGANISATION OVERVIEW**

South Gippsland is a place like no other. We have a diverse community and economy set in a magnificent natural environment. We serve our people with genuine well-meaning and strive always to deliver the best outcomes we can.

We are passionate about building and sustaining a great workplace, principled leadership, and providing great opportunities. Our values are present in what we do and how we do it. With a renewed focus on innovation and collaboration, valuing difference and a belief that teams can achieve amazing things, there is a lot to look forward to.

We want to genuinely make a difference to the lives of all those who touch our community, and be part of creating 'a great place for us'.

### **THE DEPARTMENT**

The Department of Regulatory Services is responsible for:

- Building
- Children's Crossings
- Environmental Health
- Wastewater
- Local Laws
- Planning Enforcement

The department's annual operating budget is approximately \$ 1.8 m.



## **ORGANISATIONAL RELATIONSHIPS:**

**Reports to:** Coordinator Environmental Health

**Direct Reports:** Nil

### **Key Internal Relationships:**

- Coordinator Environmental Health
- Wastewater Officer
- Environmental Health Officers
- Environmental Health Administration Officer
- Manager Regulatory Services
- Building and Planning Enforcement Officer
- Coordinator Statutory Planning
- Customer Service Officers
- Asset Protection Officer

### **Key External Relationships:**

- Community
- Tradespersons
- South Gippsland Water
- Environment Protection Authority
- Other Government and Statutory Agencies as necessary

## **1. POSITION PURPOSE**

- Develop and implement an education program to assist property owners to understand and comply with their legal responsibilities for monitoring and maintaining their wastewater systems
- Establish an audit and enforcement program for domestic wastewater systems to ensure property owners and service technicians/agents fulfil their responsibilities
- Maintain and improve the electronic data capture and storage of wastewater maintenance and servicing records
- Provide information and advice in response to enquiries (telephone, counter and written) on wastewater compliance matters.
- Conduct targeted sampling activities to confirm effluent discharge quality and investigate stormwater, surface water or groundwater contamination.
- Raise profile of wastewater system operation and maintenance requirements within the municipality
- Develop Council wastewater policy and procedures through evidence based investigation



- Assist with advocating to Government agencies and other stakeholders to improve the regulatory framework within which Council operates

## **2. KEY RESPONSIBILITIES**

- Assist in ensuring that services provided by Council's Environmental Health Team meet the relevant requirements of the Environment Protection Act 1970.
- Assist with implementing Council's Domestic Wastewater Management Plan 2016-2020 including:
  - Implement an education program to assist property owners to understand and comply with their legal responsibilities for monitoring and maintenance of their wastewater systems
  - Establish an audit and enforcement program for domestic wastewater system to ensure property owners and service technicians/agents fulfil their responsibilities
  - Improve electronic data capture and storage of wastewater approvals and wastewater maintenance and servicing records
  - Raise the profile of wastewater system operation and maintenance requirements within the municipality
  - Develop Council wastewater policy and procedures through evidence based investigation
  - Advocate to Government agencies and other stakeholders to improve the regulatory framework within which Council operates
- Communicate with all key stakeholders in an effective manner to encourage understanding of wastewater compliance matters including participation in internal cross-functional working teams to develop a corporate approach to compliance issues.
- Ensure a high standard of service delivery in the entire range of wastewater compliance functions and continuously improve service levels.
- Provide advice/education to the community and Council staff in relation to wastewater compliance matters.

## **3. ACCOUNTABILITY AND EXTENT OF AUTHORITY**

The position is authorised to/responsible for the following: -

- Assist with implementation of Council's Domestic Wastewater Management Plan 2016-2020



- Responsible for dealing with wastewater compliance issues in accordance with the Environment Protection Act and Council Policies...
- Provide advice to other professionals, customers and interested parties on wastewater compliance matters.
- Responsible for setting own priorities to manage workload and to achieve given goals and deadlines.
- Represent Council at the Magistrates Court and Victorian Civil and Administrative Tribunal on wastewater compliance matters.
- Freedom to act is subject to legislation, regulations and policies and regular supervision.
- Accountable to act in accordance with the Councils policies and procedures. Where you do not know, you are obligated to find out.
- Accountable to complete the requirements of the role, work as a valued member of the team, and do your best for the community and the Council.
- Demonstrate commitment to support and embrace a continuous improvement environment and culture within the organisation.
- Accountable to demonstrate and encourage appropriate safety practices, report inappropriate behaviours and incidents, participate in training provided, improve work practices to reduce risk.

#### **4. JUDGEMENT AND DECISION MAKING SKILLS**

Judgment and decision making will be within the ambit of the following:

- This is a specialist professional role where the officer is expected operate independently to exercise sound judgment and decision making on complex wastewater compliance matters. Some problem solving and analysis of data may be required.
- Required to act under the Environment Protection Act, Public Health & Wellbeing Act and other relevant Acts and Regulations under powers of delegation.
- Identify the need and initiate changes or improvements in administrative procedures.
- Guidance and advice is usually available.



## **5. SPECIALIST SKILLS AND KNOWLEDGE**

The skills and knowledge required to perform the duties of the position include:

- Knowledge and understanding of municipal wastewater compliance functions including related legislation, codes and standards.
- Ability to develop education programs and materials for municipal wastewater compliance matters.
- Analytical and investigative skills in searching for solutions to problems/opportunities.
- Ongoing development of skills and knowledge through attending professional development programs and taking a proactive approach to continually improving skills and abilities.
- Experience in the use of Microsoft software packages and ability to utilise and manipulate database systems.

## **6. MANAGEMENT SKILLS**

The required management skills include:

- Excellent time management and organisational skills to produce timely and effective outcomes in a busy working environment.
- Ability to assist in improving efficiency and quality of service.
- Ability to participate in a cross functional working groups.
- Ability to adapt to changes in the work area.

## **7. INTERPERSONAL SKILLS**

Interpersonal skills include:

- Demonstrated capacity to gain cooperation and assistance from client, members of the public, employees and other stakeholders to facilitate favourable outcomes for council.
- Commitment to act impartially and in a professional manner, and be aimed at achieving appropriate and consistent outcomes and the corporate goals and objectives.



- Highly developed interpersonal skills with the ability to deal with difficult customers to resolve complex issues.
- Ability to gain cooperation and assistance to enable successful resolution of wastewater compliance matters under the Environment Protection Act and Council Local Laws.
- Ability to problem solve creatively; gain cooperation of public and property owners/occupiers.
- Proven record of making a positive contribution in a cooperative environment and establishing a positive working environment.
- Demonstrated strong customer service focus.
- Highly developed written communication skills.
- The ability to work as an effective member of a team to maximise the effectiveness and efficiency of the team.

## **8. QUALIFICATIONS AND EXPERIENCE**

The qualifications and experience required for the position include:

- Appropriate tertiary qualification and relevant experience or a lesser qualification with substantial relevant experience.
- Experience in the management and processing of compliance matters under the Environment Protection Act, Public Health and Wellbeing Act and/or similar regulatory environment.
- Experience developing education materials in a public health or similar regulatory environment.
- Experience in the use of Microsoft Word, Excel and Outlook.
- Current Drivers Licence is essential for this role.

## **9. SELECTION CRITERIA**

- A relevant tertiary qualification and relevant experience or a lesser qualification with substantial relevant experience.
- Experience in the management and processing of compliance matters under the Environment Protection Act, Public Health and Wellbeing Act and/or similar regulatory environment.
- Experience or ability to undertake inspection and sampling programs.



- Ability to interpret and implement the Environment Protection Act, Public Health and Wellbeing Act and various Acts, Regulations relating to Council wastewater compliance matters.
- Ability to develop education materials and programs for wastewater compliance matters.
- Ability to work autonomously, setting priorities and managing own time in order to achieve allocated tasks within defined timeframes and procedures.
- Ability to assist in the preparation of policies, procedures and establish and maintain effective document and customer service management and audit systems.
- Experience in the use of Microsoft Word, Excel and Outlook.
- Current Victorian Drivers Licence.

## **10. PRE EMPLOYMENT CHECKS**

- Applicants may be required to complete a police check if progressing to the next selection stage.
- Applicants may be required to undergo a pre-employment medical examination if progressing to the next selection stage.
- Applicants may be required to undergo an Integrity/Psychometric assessment if progressing to the next selection stage.

### **ACCEPTED for and on behalf of the EMPLOYEE**

[acceptance\_status]

Acceptance of Employee

[candidate\_name]

Name of Employee

[acceptance\_date]

Date