

# Position Description

Position title:

Graduate Environmental Health Officer

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Division:

Operations

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Department:

Service Strategy and Integration

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Unit:

Practice and Training

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Reports to:

Manager Practice and Training

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Direct reports / Indirect reports (number):

None / none

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Location:

Central, West, South and North Auckland

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## Accountabilities of position

### Purpose of position:

The graduate will rotate through key functional teams over the course of the 2 year programme to provide a broad range of environmental health experience. Rotations are set depending on business need and the incumbent's learning and development. Each rotation will include a mix of on-the-job learning and projects, alongside work allocation typical for the area in which they rotate. The graduate is responsible for performing work allocated and contributing to relevant activities and projects as required.

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### Key responsibilities (throughout rotations)

#### Work Excellence

##### Key Responsibilities

- Effectively carry out work allocated either independently or as a team
- Identify opportunities to contribute to team or business objectives and actively seeks to provide input
- Identify and recommend to relevant parties opportunities for improvement

##### Expected Outcomes

- Work is completed in a timely manner and to a high standard
- The individual is recognised as a valuable contributor to achieving team and business objectives
- Improvements identified and implementation evident

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### Relationship Management

##### Key Responsibilities

- Develop and maintain effective relationships with internal and external stakeholders
- Manage conflict effectively to ensure a functional professional relationship is maintained

##### Expected Outcomes

- Productive mutually beneficial relationships are developed and maintained
- Business objectives are met

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## **Customer Service**

### **Key Responsibilities**

- Respond promptly and accurately to customer requests for information relating to health and other aspects of Auckland Council's services
- Develop initiatives to fill existing gaps in knowledge and in the community through information or formal teaching including presentation and distribution of educational materials

### **Expected Outcomes**

- Auckland Council customer service standards are consistently met
- The reputation of the individual, their immediate team and Auckland Council are enhanced

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## **Key Responsibilities (rotation specific)**

### **Licensing and Regulatory Compliance**

#### **Key Responsibilities**

- Undertake the verification, inspection and registration of food and miscellaneous health premises to achieve compliance with legislative requirements.
- Take an educative approach with businesses to improve compliance with the relevant legislations.

#### **Expected Outcomes**

- Become competent at conducting verifications and routine compliance monitoring inspections of the food and miscellaneous health premises under both direct and indirect supervision.
- Maintaining inspection and/or verification records
- Ensuring compliance with the Quality Management Systems and identification of ongoing improvements
- Confidently escalate matters requiring immediate Council intervention,
- Identify and escalate enforcement and compliance issues to the Food and Health Enforcement Team
- Business operators feel listened to and assisted in a professional manner.
- Keeping up to date with the changes to legislation, policies, processes, trends in the applicable areas
- Accurate recording of time and activities within SAP.

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## **Organisational obligations**

### **Key Responsibilities**

- Action Auckland Council's good employer obligations including equal employment, biculturalism and diversity policies and practices
- Auckland Council is committed to the principles of the Treaty of Waitangi – partnership, participation and protection – as such, we work with our iwi partners and the wider Māori community to meet their needs and aspirations for the city
- As an employee of the council you are required to understand and demonstrate our organisational behaviours
- As an employee of the council you are required to be associated, as required, with Civil Defence Emergency Management or any exercise that might be organised in relation to this council function
- Promote a safe and healthy workplace by undertaking responsibilities as outlined in Auckland Council's health and safety policy and procedures
- Promote activities and initiatives that assist Auckland Council achieve its vision and mission

- Promote one-organisation initiatives and action these service characteristics
- As an employee of Auckland Council you are required to familiarise yourself with and comply with all organisation policies, including but not limited to, Auckland Council Code of Conduct

### **Expected Outcomes**

- Auckland Council meets its obligations as an employer
- Auckland Council meets its obligation under the Treaty of Waitangi and the Treaty Settlement Act
- Understanding and meeting the needs of Māori in the council's internal working environment and in the delivery of services to the Auckland community
- Act in ways that demonstrate understanding and which embrace our behaviours in your dealings with both your work colleagues and in your interactions, both internal and external.
- Acts in ways that support an environment of biculturalism, diversity and inclusion in the workplace
- Obligations under the Māori Responsiveness framework are upheld
- Auckland Council's reputation is enhanced within the community
- Health and safety requirements upheld

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### **Key relationships**

#### Internal:

- Environmental Health Team leader and team (including wider Licensing and Compliance team)
- Principal specialists
- Mentor as assigned to support throughout programme
- Buddy to provide peer support throughout programme
- Graduate Liaison Officer throughout programme
- Line Manager throughout the programme

#### External:

- Auckland Regional Public Health Service (ARPHS)
- Ministry for Primary Industries (MPI)
- All other external parties as designated by the authorised manager

## Type of person suitable for this position

### Qualifications

#### *Essential*

- **A New Zealand accredited tertiary qualification as required by the Environmental Health Officers Qualifications 1993**
  - Full Driver's licence required
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### Experience

- No prior work experience required; however, work experience (paid or unpaid) in related fields is an advantage.
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### Personal Leadership Behaviour – Team Member

Auckland Council's vision is to create the world's most liveable city, while delivering Aucklanders great value for money. Our high performance behaviours were developed to capture what it means to put our vision in to action:

- **Develop** - We take new approaches to solving old problems; we thrive on challenge; we think big and stay ahead of the game
- **Serve** - We treat our customers as though they're our friends and neighbours; we make things easy for Aucklanders; we spend ratepayer money wisely
- **Achieve** - We're accountable; we get stuff done; we achieve real results
- **Collaborate** - We are one council family and we trust each other; we know that the little things we do can make a big difference; success is a shared goal

### General competencies

#### *Essential*

- Comprehensive understanding of relevant health and food legislation, regulations, Bylaws, codes of practice, standards, and practices
- Experience using Microsoft Office applications, particularly Excel and Word
- Strong verbal and written communication skills
- **Well-developed interpersonal and relationship skills** Excellent time management and organisation skills
- Problem solving and decision making skills
- Understanding of Te Tiriti o Waitangi and it's relationship to Local Government
- Knowledge of tikanga Māori and an ability to relate with iwi and hapu

#### *Desirable*

- Proficiency in Te Reo and an understanding of te Ao Māori
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### Disclaimer

The above statements are intended to describe the general nature and level of work being performed by incumbents in the assigned job. They are not construed as an exhaustive list of all responsibilities, duties, or skills required of the incumbent. From time to time, personnel may be required to perform duties outside of their normal responsibilities as needed.