

WAIMAKARIRI DISTRICT COUNCIL

JOB DESCRIPTION

JOB TITLE: Environmental Services Manager

DATE: October 2009

ACCOUNTABLE TO: Manager: Resource Planning and Regulation

ACCOUNTABLE FOR: Environmental Health Officers
Animal Control Officers
Administration Assistant (part time)
Contracted Service Providers
General Inspectors

PURPOSE: To ensure that the Council meets its statutory responsibilities, and exercises appropriate powers to provide and protect the health, safety and amenity of the community, and a high quality environment in the district.

POSITION OBJECTIVES

1. To manage, co-ordinate, integrate and lead the Environmental Services Unit.
2. To provide an effective and efficient service with high customer service standards that assists and helps customers to, wherever possible, willingly comply with regulations in a manner that adds value from a customer and community point of view.
3. To promote an environment that is safe, equitable and healthy, from a human and environmental perspective, through licensing, regulation, inspection, the provision of information and advice, monitoring and enforcement.
4. The carrying out of the Council's policies, bylaws and statutory responsibilities in respect to public health and safety, environmental protection, dangerous goods/hazardous substances, liquor licensing, animal control and similar specified duties.
5. To monitor consents, licences, premises and activities, and where appropriate, seek compliance under the Resource Management Act 1991, District Plan, Health Act 1956, Building Act 2004, Dog Control Act 1996, bylaws and other relevant legislation.
6. To maintain information and reporting systems and to ensure accurate and accessible records are maintained relating to the activities of the Unit. In conjunction with the Manager Planning and Regulation to prepare and administer the Unit budget. To monitor the setting and charging of fees and charges.
7. To ensure that effective working relations are maintained with other Council staff, and other bodies involved in the activities of the Unit.
8. To implement and periodically review a business plan for the Unit and develop operating systems, with due regard for professional and technical standards.

KNOWLEDGE REQUIRED

1. An in-depth knowledge and understanding of local government and its administrative procedures.
2. Understanding and appreciation of a customer centric approach to regulatory service delivery.
3. An understanding of staff training and motivation processes.
4. The ability to plan known workloads and ensure that actions are completed on time.
5. Sound knowledge of Acts and Regulations as regards resource management, building control, environmental health, sale of liquor, gambling and dog control.
6. The ability to prepare annual budgets and exercise financial control over activities.
7. A good understanding of the maintenance of records, filing systems and other information systems.

QUALIFICATIONS AND SKILLS REQUIRED

The Environmental Services Manager will:

1. Have a wide knowledge of bylaws, environmental health and safety, resource management, building compliance, local government services, and will have attended such training courses and hold such other qualifications as to enable him or her to be an environmental health officer, building compliance officer, or planning officer. The Environmental Services Manager may hold a tertiary qualification.
2. An ability to work effectively with elected Councillors, other Council staff, other professionals and members of the public.
3. A commitment to a customer centric approach.
4. An ability to manage and resolve conflict.
5. High level communication skills, including clear report writing.
6. Ability to utilise the Council's computer system.
7. Good time management and organisational skills, self motivated and able to work independently.

RELATIONSHIPS

The Environmental Services Manager, in carrying out his/her duties shall:

1. Delegate responsibility to subordinates to as great an extent as possible, consistent with the purpose of the positions and ensure such delegations are in writing and understood by staff.
2. Build and maintain an effective team and ensure that appropriate training and staff development programmes are implemented.

3. Liaise with other officers of the Planning Department and other departments to ensure the effective and harmonious functioning of the unit and in meeting the position objectives.
4. Carry out a portion of the line workload of the section consistent with his/her professional or related experience and abilities.
5. Maintain effective communication with the Manager Planning and Regulation and obtain his agreement before implementing changes in policy or standards.

MEETINGS

The Environmental Services Manager shall attend meetings of committees and the Council as requested by the Manager Planning and Regulation.

HOURS OF WORK

Normal office hours, being a 40 hour week, plus attendance at Committee and Council meetings called outside normal working hours, together with such other times as may be necessary to fulfil the responsibilities of the position.

AMENDMENT TO JOB DESCRIPTION

This job description may be amended from time to time by the Manager Planning and Regulation.

SPECIFIC TASKS - ENVIRONMENTAL SERVICES MANAGER

The Environmental Services Manager shall undertake and co-ordinate the staff within the Unit to undertake the following tasks:

KEY TASKS	EXPECTED RESULTS	CONTROL INFORMATION
TEAM LEADER TASKS		
To manage efficiently and effectively Council's environmental services and compliance functions	Statutory requirements are met and bylaws complied with.	Public feedback. Time turnaround of applications and response.
To provide an effective and efficient service with high customer service standards that assists and helps customers to, wherever possible, willingly comply with regulations in a manner that adds value from a customer and community point of view.	Continuous review of regulatory processes from a customer centric viewpoint. Submissions on bills and regulations expressing Council's customer centric viewpoint	Evidence of process review. Customer feedback. Survey information.

KEY TASKS	EXPECTED RESULTS	CONTROL INFORMATION
To regularly review progress towards the achievement of the objectives of the Unit and implement remedial actions when appropriate in conjunction with Manager Planning & Regulation.	Quarterly reports showing progress; relevant work programmes	Monthly statistics. Annual review. Reports to Resource Management and Regulation Committee.
The implementation and annual review of a business plan for the Environmental Services Unit.	The existence of an up to date business plan approved by the Management Team.	Annual review
To prepare draft budgets for this unit and to ensure that expenditure is kept within Council approved allocation. To report any significant variances to the Management Team.	Budgets within limits.	Expenditure reports.
To ensure that proper account of Maori values, lifestyle and the Treaty of Waitangi is taken into account.	An ongoing relationship with the Tuahiwi Runanga. Culturally sensitive department operation.	Public feedback.
Ensure appropriate record/register system is in place pertaining to all health, dangerous goods, sale of liquor licences and/or reports, dog ownership, complaints and compliance matters.	Ability to readily access any licence or report.	Staff feedback and time taken to access data.
To allocate work and delegate functions to the appropriate level, provide supervision and appropriate advice to staff to ensure all staff are effectively utilised, staff levels are maintained within established levels, staff are adequately trained and job descriptions are reviewed annually. The officer shall carry out annual personal appraisals for reporting staff.	An effective fully trained and competent staff group with up-to-date and accurate job descriptions.	Staff turnover, statistics and annual personal development reports.
To ensure that staff carry out their duties in a diligent courteous and considerate manner.	Realisation and public perception of a "caring Council".	Community feedback.
COMPLIANCE		
To ensure an appropriate response to complaints regarding environmental conditions or nuisances; the administration of the after-hours noise control contract	Prompt investigation of complaints and resolution of issues.	Annual review; public response.
Seek to resolve non compliance or conflicts by persuasion, negotiation and mediation where possible so as to avoid need for legal procedures.	Maximise levels of compliance achieved without court action taken.	

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Draft proceedings and organise case work on enforcement applications to the Environment Court and District Court, as appropriate. This will entail working closely with the District Solicitors/Barrister.	Resolve breaches without extended delay.	
To oversee the administration and inspection of fencing of swimming pools, amusement devices, food premises and other licensed premises to ensure compliance with statutes, the District Plan, bylaws and other regulations, and to initiate appropriate action.	Statutory requirements are met; effective implementation of work programme.	Annual review; public feedback.
To ensure that monitoring is undertaken for the purposes of achieving compliance with the Resource Management Act, the District Plan, other statutes and bylaws, including the administration of litter control under the Litter Act 1979, and control of parking under the Council's parking bylaw.	Monitoring undertaken; investigation of non compliance and resolution of issues including enforcement if appropriate. Close liaison with the District Plan Manager over matters of non-compliance with the District Plan Resource Management Act.	Monthly statistics; annual review.
HEALTH AND SAFETY		
To provide advice to the Council and to assist the development of Council policy relating to health and safety and environmental matters which affect the activities of the Unit.	Timely advice and reports on changes to law and government policy; Council policy to remain relevant and current.	Annual review
To oversee the administration of the Health Act in regard to: <ul style="list-style-type: none"> • health nuisances • cleaning orders • unsafe buildings • other risks to public health. 	Compliance with statute	Annual review; public feedback
To ensure the appropriate investigation and response to notifiable disease incidents, under the direction of the Medical Officer of Health.	Notified ID incidents investigated within 24 hours (unless otherwise direction by Medical Officer of Health) and reported to Medical Officer of Health within three days.	Annual review; feedback from Medical Officer of Health.
To develop programmes for the promotion of public health standards and reduction of risk, in conjunction with other Council staff and associated organisations; the provision of advice and information material.	Information and education programmes developed, material available, liaison maintained with other bodies.	Annual review; public response.
To ensure that staff of the Unit take all practical steps to ensure their own and other employees safety as well as the safety of members of the public.	Staff understand their responsibility to notify supervisor of any hazard or potential hazard.	No accidents

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BUILDING CONTROL		
To oversee the administration of the Territorial Local Authority functions of the Building Act	Compliance with statute and regulations. Effective and efficient building control service.	Annual review, public feedback.
To develop, maintain and administer systems for verifying and recording building statements of fitness and compliance schedules under the Building Act, in conjunction with the Building Unit Manager.	Effective and efficient administration of statutory requirements; cost recovery; annual audit inspection of not less than 20% of affected buildings for compliance.	Annual review; public feedback.
LIQUOR LICENSING		
To act as secretary to the Waimakariri District Licensing Authority.	Agency meets its statutory requirements	Annual Report. Licenses and certificates issued in a timely manner
To ensure the efficient and timely licensing and reporting functions under the Sale of Liquor Act and regulations, are carried out.	Compliance with Act and Regulations.	Feedback from Liquor Licensing Authority and DLA.
To ensure that licensed premises under the Sale of Liquor Act are monitored and inspected, and appropriate follow-up is undertaken.	All liquor licensed premises inspected annually.	Activity report.
To develop programmes for the promotion of moderation in alcohol consumption and reduction of alcohol abuse, through education and maintaining liaison with other Council staff and associated organisations (such as NZ Police).	Existence of alcohol awareness programme, information packs, ongoing liaison with other bodies.	Annual review.
ANIMAL CONTROL		
To oversee the administration of the Dog Control Act 1996 in regard to: <ul style="list-style-type: none"> maintaining a dog register keeping a pound administering the Dog Control Policy and Bylaw enforcement action, including infringement notices and prosecutions public education. 	Compliance with the statute, bylaw and policy	Public feedback; annual review
To oversee other animal control functions, including: <ul style="list-style-type: none"> attending to complaints of wandering stock impounding recovering costs where possible liaison with other bodies (e.g. NZ Police) and owners. 	Prompt reaction to wandering stock, costs recovered where possible.	Public feedback; annual review

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WORK PLAN		
To agree with the Manager Planning & Regulation on an annual individual work plan, and to achieve the plan requirements.	Clear, concise work plan for each year.	Annual review.
CIVIL DEFENCE		
To take part in Civil Defence training programmes and exercises.	An ability to assist effectively in a Civil Defence emergency and take a management role in the CDHQ.	The maintenance of Civil Defence training.
CONTINUOUS QUALITY IMPROVEMENT		
To actively participate in providing solutions or suggesting better ways to do things.	Improvements made in the way jobs are done. The quality system is developed and maintained.	Statistical monitoring of critical processes/activities. Internal/external audits of procedures.