

Position Description

Position Title

Environmental Services Administrator

Location

Rangiora Service Centre

Contract Type

Permanent

Date

August 2026



Department

Planning, Regulation & Environment



Unit

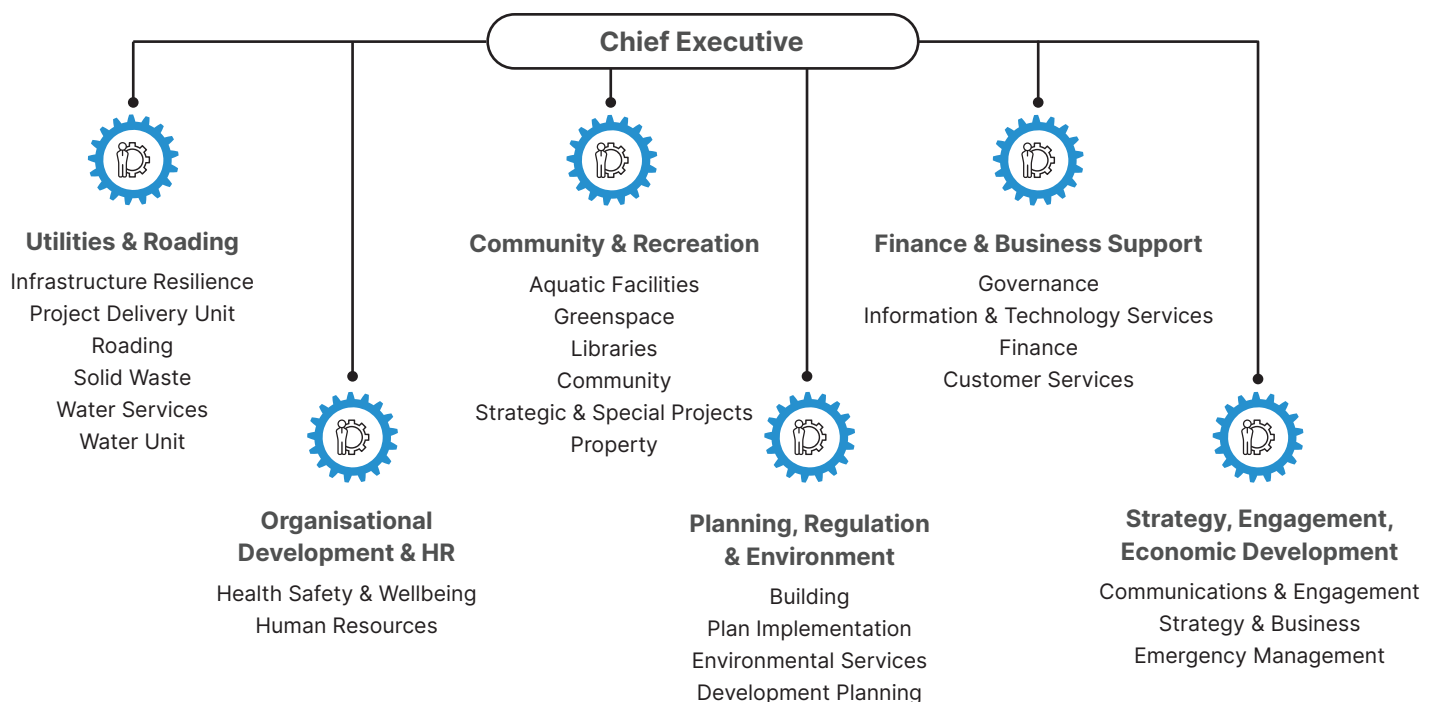
Environmental Services



Team

Compliance

Organisation Context



Tā mātou mauri

Our principles

Our purpose

To make Waimakariri a great place to be, in partnership with our communities.

Our vision

We are a respectful, progressive team delivering value for our customers.

Our values

We will...

Act with integrity, honesty and trust

Keep you informed

Do better every day

Take responsibility

Work with you and each other

Our customer promise

We will be professional, approachable and solutions-focused.

Position Details

Purpose of Position

To provide effective and efficient administration support to the Environmental Services Unit and District Licensing Committee.

To ensure accurate, accessible and appropriate records are maintained and to provide assistance regarding enquiries from both internal and external customers.

The position holder will consistently demonstrate an appreciation of the customer and communication needs of a wider variety of stakeholders whilst effectively assisting the members of the Department in their various roles.

Key Relationships

Responsible to

Environmental Health Team Leader

Responsible for

Nil

Internal

Department Managers; Environment Services Manager; Environmental Health Officers; Animal Management Officers; Administration Assistant; Planning and Building Units; IT Team; Customer Services Team; Roading Team; Governance Team

External

New Zealand Police; Medical Officer of Health; Food and Health Standards Staff; Sicon; Licensees; Council Lawyers; Courts; Councillors; Customers / Ratepayers; District Licensing Committee (DLC)

Is there an approved delegated authority for this role? ☐ Yes ☒ No

If yes, state limit for role \$:

If yes, is this role responsible for that budget? ☐ Yes ☐ No

Vetting Requirement (contact HR for further advice as required)

Under the NZ Police vetting criteria, thorough vetting is required to safeguard communities by assessing the backgrounds of individuals who work with vulnerable populations.

This role provides care/protection/education/training to vulnerable members of society such as children, young people, elderly and/or disabled. ☐ Yes ☒ No

If yes, does this role fall under the Children's Act 2014? ☐ Yes ☐ No

If yes, this position has been identified as:

Vetting under the Children's Act 2014 is necessary to ensure the safety and well-being of children by thoroughly assessing individuals who work with them.

Key Result Areas

KPI (area of responsibility)

Maintain Waimakariri District Council Systems as they relate to ESU activities and services.

To assist the Environmental Health Team Leader to provide in-house regulatory services, as it relates to services within the Environmental Services Unit.

Ensure effective and timely ESU (Health/Food/Alcohol) registration systems are maintained.

Ensure businesses and premises in the district are registered in accordance with their respective Act.

Provide support to staff on administrative procedures.

Fulfil administration and reporting requirements.

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Measure (successful when)

Workloads and time-frames are monitored and service level agreements are met in a timely manner.

Accurate information is easily available to all staff, as required from these systems. Filing is up to date.

Services provided in a timely manner.

Systems and procedures are in place that identify and lead to a high registration 'capture' rate.

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Staff requests for assistance are responded to in a professional and timely manner

Systems and procedures in place to provide a high degree of assistance with compliance matters.

Key Result Areas Continued

KPI (area of responsibility)

Participate in and contribute to corporate projects and inter-departmental initiatives, as agreed.

Show support for organisation development initiatives.

Promote a customer first and solutions focused attitude within the admin team.

Support a positive team environment.

Foster and build inter-department relationships.

Implement systems, processes and use of technology to provide for effective environmental health registration, Infringement notice compliance and record keeping.

Ensure all processes are adequately documented and are continually improved to achieve best practice in terms of quality and timeliness.

Measure (successful when)

Admin staff support projects and initiatives.

Systems and processes are reviewed annually and improvements are supported by the team.

Customers' requests for assistance are promptly responded to.

Active participant in building positive relationships internally.

Team building activities and initiatives introduced promote effective teamwork within the group.

Positive feedback received from internal stakeholders.

All staff are aware of systems in place and follow and/or maintain these systems appropriately.

Processes are captured in Promapp in a way that others can follow with limited knowledge.

Systems and processes are reviewed annually and improvements are made, as required.

Person Specification

Education/Qualifications

Minimum requirement for the role:

National Certificate Level 3 NCEA Level 3

Education to minimum school leaving age NCEA level 1, 2 or 3 (please specify)

Specifications and/or further information:

Full current driver's licence (essential)

Knowledge/Experience

Minimum requirement for the role:

3-4 years

Needs to draw on relevant longer-term experience specific to the job and work demands, acquired over time.

Further information:

At least 3 years' experience working in office administration.

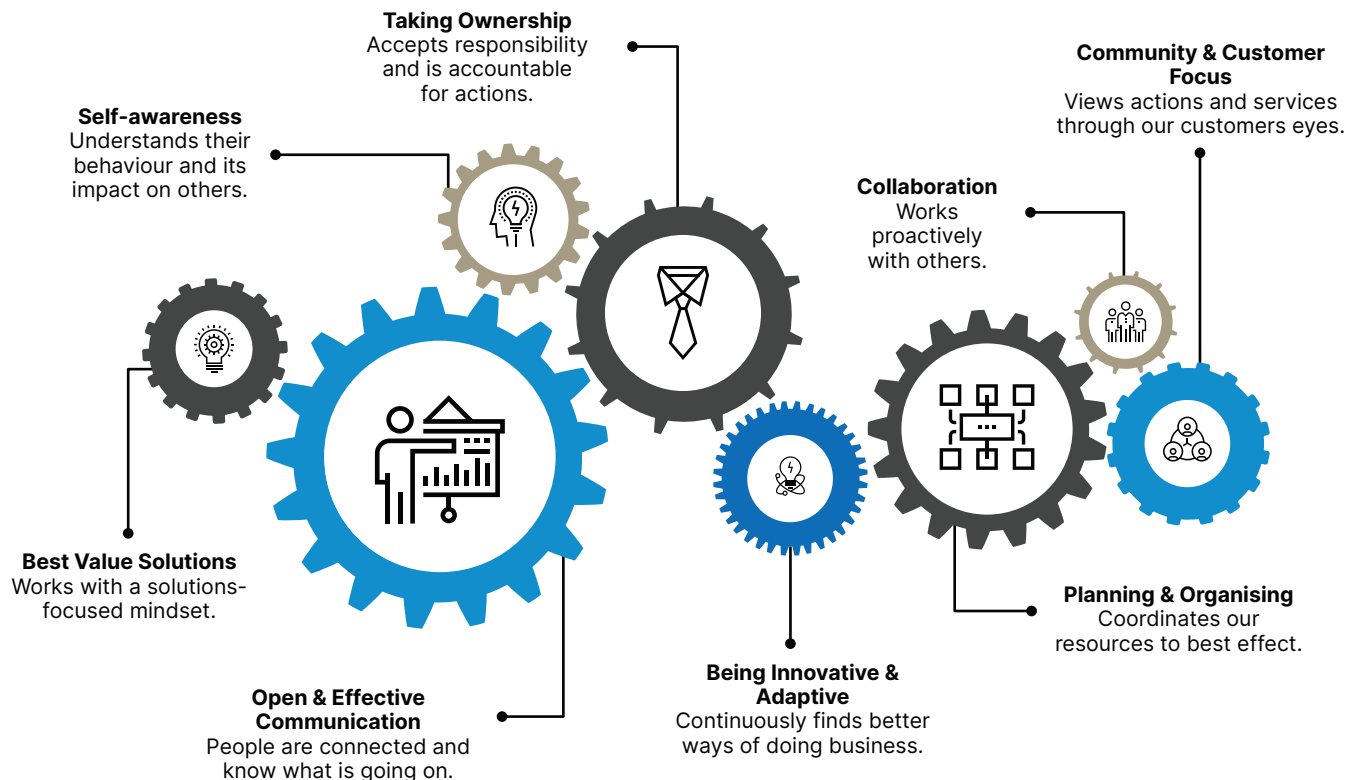
Attributes

- Strong understanding of computer database systems and methods of maintaining database records.
- Experience maintaining records, filing systems, and other information systems.
- Experience taking accurate minutes and notes at meetings and producing neat and tidy documents.
- A good knowledge of alcohol licensing, food inspections, verifications and associated legislation.
- Knowledge of District Licensing Committee procedures and hearings preferred
- Knowledge of Resource Management Act, Litter Act, Local Government Act preferred
- Knowledge of local government practices and compliance procedures and systems preferred

Skills

- Excellent inter-personal skills and the ability to establish and build on working relationships effectively – both internally, externally and with members of the public
- Sound interpretative, analytical and problem solving skills
- Effective dispute and conflict mediation skills
- Advanced communication skills, both written and verbal
- Attention to detail.
- Time and project management skills
- High level of computer literacy with the ability to quickly adapt to new software and systems

Core Competencies



Key Requirements for all Council Staff

- ✓ Embrace principles contained in Tā Mātou Mauri, model the Council's values and continuously seek self-improvement regarding our core competencies.
- ✓ Participate in Civil Defence training programmes and exercises and assist effectively in disaster recovery and business continuity planning.
- ✓ Take reasonable care for the health and safety of yourself and others at the WDC (including visitors, volunteers, contractors, and general public). Comply with any reasonable health and safety instruction, policy or procedure and ensure that all hazards, risks and incidents in the workplace are reported.
- ✓ Manage information of all activities within the Council's corporate business and information systems according to information management policies and procedures.
- ✓ Ensure that proper account of tikanga Māori and the Treaty of Waitangi is taken in all activities.
- ✓ Maintain an effective partnership with mana whenua as provided for in our agreements and understandings between Council and Te Ngāi Tūāhuriri Rūnanga.

Amendments to Position Description

From time to time it may be necessary to consider changes in the Position Description in response to the changing nature of our work environment – including technological requirements or statutory changes.

Position Description approved by

ESU Manager, Billy Charlton

Date

August 2026