

POSITION TITLE	Health & Local Laws Administration Officer
DEPARTMENT	Corporate & Community Services
GROUP	Development & Governance
LOCATION	Mareeba
CLASSIFICATION / LEVEL	LGOA Level 2
REPORTS TO	Coordinator Health and Local Laws

Department Summary

The Corporate and Community Services Department ensures an integrated approach to the delivery of internal organisational services and the provision of external services of Council to the community.

Department business units include:

- Finance
- Customer & Community Services
- Development & Governance
- Human Resources
- Information Systems

Position Summary

The Health and Local Laws Administration Officer provides quality administrative and system support to the Health and Local Laws team. The success of the team relies heavily on the efficient performance of this role. This position also delivers quality customer service to deliver services consistent with relevant statutes.

Key Responsibilities

- Ensure statutory administrative processes are followed and records are captured in an accurate and timely manner in Council's information systems including processing statutory instruments such as infringements, notices, orders and appeals (as well as applications and certificates) to ensure that all actions taken are recorded appropriately
- Support the Health and Local Laws team by effectively implementing relevant processes and systems and contributing to continual improvement, while enabling effective reporting of statistics
- Assist with annual renewal notice run for animals
- Provide quality support to customers regarding statutory requirements and processes to enable technical/professional officers to perform their roles as authorised persons under various statutes
- Prepare reports from extracted system data on a regular basis to enable others to monitor their performance, for highlighting the status of applications and approvals and to facilitate officers, supervisors and external bodies (where applicable) in managing workloads and meeting statutory deadlines
- Assist the Coordinator Health and Local Laws with other tasks as required
- Other reasonable duties as directed from time to time

Skills and Knowledge

- High-level written and verbal communication skills
- High proficiency in the use of the Microsoft Office suite of programs and information technology systems, with an emphasis on efficiency and accuracy
- Ability to meet deadlines in a timely and accurate manner
- Ability to provide excellent customer service
- Demonstrated knowledge, or the ability to acquire the knowledge, of local government functions, specifically the regulatory functions within the Health and Local Laws section

Qualifications and Experience

Essential (Mandatory for the Position)

- Current Queensland C class driver's licence
- Excellent interpersonal skills and the ability to interact with customers from various backgrounds
- Effective external customer service regarding lodgement of applications and processing complaints
- Effective internal customer service to ensure team requirements are clear and responses to enquiries and fundamental requests are fulfilled in a consistent and reliable manner
- High level of attention to detail, ensuring accuracy and timeliness of work
- Experience in maintaining electronic and physical files in a complementary manner

Desirable

- Experience working in a government administrative role where accuracy and efficiency are expected
- Experience supporting technical officers performing inspectorial and investigative roles
- Experience in receiving applications and processing in a corporate system and subsequently reconciling monies received
- Working knowledge or the ability to acquire knowledge of the use of ECM and Technology One products
- Understanding of Council's Local Laws relating to Health and Local Laws

Environmental Obligations

All employees have a legal obligation to comply with environmental legislation and must comply with any Environmental Authority issued to Council to carry out activities. Clause 4.2.5 of the Employee Code of Conduct provides further detail on employee and supervisor compliance requirements.

Workplace Health and Safety Obligations

All employees have a legal obligation to comply with WHS legislation. Employees must work in accordance with Council's Safety Management System – SAFE PLAN - and comply with the WHS Responsibility Statement relevant to their position - see Schedule S3 attached.

Employees may be required, at Council's discretion, to undertake First Aid Officer, Fire Warden and other Workplace Health and Safety related functions and roles in accordance with their WHS responsibilities as outlined in the Statement attached in Schedule 3. When employees are required to perform these functions and roles, Council will provide relevant training.

SCHEDULE S3

WHS RESPONSIBILITY STATEMENT

Workers

All employees have a legal obligation to comply with WHS legislation, Council's WHS Management System – (SAFE PLAN), WHS policies, procedures and work instructions. These operate to ensure the health and safety of employees, contractors, visitors, volunteers, the public and the environment.

The following responsibilities apply to all employees, including permanent, part-time and casual employees:

1. Ensuring they keep up to date and comply with WHS legislation and Council's WH&S Management System – SAFE PLAN (WHS Plan) and participate in the completion of Monthly Action Plans (MAPs)
2. Performing all work and associated functions in a safe manner
3. Complying with WHS policies, procedures, reasonable written or verbal work instructions issued by Council or its officers
4. Correctly using and maintaining all personal protective clothing and equipment supplied by Council
5. Identifying hazards, conducting risk assessments, and taking corrective action to eliminate hazards where possible in the workplace, and / or to report hazards and risks in accordance with WHS procedures
6. Establishing and maintaining a high standard of housekeeping and cleanliness within individual work areas and on Council's property generally
7. Reporting and assisting with the investigation of all incidents in the workplace, including minor injuries, near misses and property damage as requested
8. Attending relevant toolbox, team talks or specific training organised by Council.
9. Identifying the location of first aid treatment centres, fire protection facilities and evacuation procedures in the work area
10. Support safety in the workplace by undertaking First Aid Officer, Fire Warden and other WHS related functions in your workplace
11. Working in a manner that will not endanger you, other employees or the public
12. Cooperate with any reasonable instruction given by Council officer
13. Report any safety concerns to your supervisor
14. Ensuring compliance with National Heavy Vehicle legislative requirements relevant of this position

I have read and understand the above Position Description and WHS Responsibility Statement (S3)			
INCUMBENT NAME		SIGNATURE	
SUPERVISOR NAME		SIGNATURE	

Last Updated: 27 March 2025