

Position Title:	Technical Assistant
Position Number:	45070
Team:	Environmental Services
Division:	Development & Environmental Services
Reporting To:	Principal Environmental Health
Direct Reports:	Nil
Industrial Instruments:	Queensland Local Government Industry (Stream A) Award - State 2017 & Cassowary Coast Regional Council Certified Agreement 2023
Level:	

THE ROLE

The Technical Assistant, reporting to the Principal Environmental Health, will work collaboratively with the Environmental Health team to primarily investigate and respond to littering and illegal dumping occurrences under the Waste Reduction and Recycling Act 2011 and carry out community education, enforcement and promotional activities. They will closely support and assist the Regulatory Services Team to deliver seamless compliance outcomes and build community confidence through efficient and timely processes and actions.

KEY OUTCOMES

- **Seamless compliance** – regulatory processes are executed with accuracy, efficiency, and minimal disruption to stakeholders.
- **Proactive problem-solving** – regulatory issues are identified and resolved before they escalate, turning potential risks into opportunities.
- **Tech-enabled insights** – data and digital tools are leveraged to enhance decision-making and streamline regulatory workflows.
- **Community confidence** trust is built with the community through clear, consistent, and professional regulatory interactions.
- **Future-proof solutions** – adaptable policies and procedures that meet today's standards and anticipate tomorrow's needs are developed and implemented
- **Field to file mastery** – high-quality assessments, investigations, and reports are delivered
- **Collaboration that counts** – Work seamlessly with internal teams and external stakeholders to achieve shared compliance outcomes.
- **Continuous improvement champion** – inefficiencies are Identified and innovative improvements to service delivery and regulatory practices recommended.

KEY ACCOUNTABILITIES

- Carry out surveillance and inspections of designated areas for breaches of the Waste Reduction and Recycling Act 2011
- Thoroughly investigate littering and illegal dumping complaints, gather appropriate evidence including installation and management of illegal dumping surveillance cameras.

- Effectively engage and communicate with a wide range of internal and external customers across Council, the community and government departments in undertaking the accountabilities of the position
- Understand the Local Government Fighting Illegal Dumping Partnership Program, collect and record statistical information and prepare reports as required by the funding body
- Under the guidance of senior team members, communicate with key stakeholders in an effective manner to encourage understanding of enforcement and compliance issues including participation in internal cross-functional working teams to develop a corporate approach to enforcement issues
- Prepare reports, notices, recommendations and other correspondence relative to investigations and issue infringement penalties
- Under the guidance of senior staff, respond to customer requests which may include compliance and enforcement action under environmental health and local law legislation including the Food Act, Environmental Protection Act, Waste Reduction and Recycling Act, Animal Management Act and Council's Local Laws
- Provide technical assistance to the team to ensure maintenance of a high standard of service delivery across the entire range of regulatory enforcement functions and participate in continuously improving service levels
- Comply with all Council Policies and Procedures including the Code of Conduct for Council Employees
- Undertake any other duties, projects or tasks as directed by the Principal Environmental Health which generally fall within the scope of this position and are within the incumbent's skills, competence and training

BEHAVIOURAL COMPETENCIES

- Practices behaviours aligned with Council's Values (Respect, Integrity, Courage) and Code of Conduct for Council Employees in all interactions with internal and external stakeholders
- Exercises responsibility and takes an ownership role for Work Health and Safety, Environment Protection, Equal Employment Opportunity (EEO), Anti-discrimination, Recordkeeping, Risk and Privacy obligations
- Models professional and ethical behaviour
- Focuses on performance and meeting team goals
- Acts proactively, exercises initiative and seeks opportunities for continuous improvement
- Responds flexibly to change
- Commits to personal and professional development
- Is team oriented & displays a positive vibrant 'can do' attitude

SELECTION CRITERIA

Essential:

- A demonstrated ability to collect and record statistical information and prepare and present reports and submissions of a complex and substantial nature and to formulate recommendations
- A demonstrated understanding or ability to rapidly acquire a level of understanding of all Acts, Regulations, and Local Laws relating to the regulatory services team
- An understanding of evidence gathering and research techniques
- Capable of carrying out physical duties in the field. Eg: including climbing ladders

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- Strong dispute resolution skills and decision making ability
 - Strong computer skills and competency in all Microsoft applications including excel
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 - Well-developed written and oral communication skills including the ability to draft routine correspondence, notices and reports.
 - Demonstrated experience in the investigation of legislative breaches including issuing of on-the-spot fines, report writing and legal proceedings.
 - Demonstrated ability to work effectively, independently and as part of a team.
 - High level of communication skills, including excellent report writing, letter writing, telephone negotiation and interpersonal skills.
 - Ability to demonstrate behavioural competencies
 - Current Queensland “C” class drivers’ licence

Desirable:

- A relevant tertiary qualification in environmental health or statutory compliance and some experience, or a lesser qualification with a minimum five (5) years’ experience in a relevant field