

## Position Description

<b>POSITION TITLE:</b>	<b>Environmental Management Officer</b>
<b>GROUP:</b>	Environmental and Industrial
<b>DEPARTMENT:</b>	Environmental Solutions
<b>LOCATION:</b>	Green Square Close
<b>POSITION CLASSIFICATION:</b>	AT2
<b>REPORTS TO:</b>	Environmental Manager

### ABOUT URBAN UTILITIES

Urban Utilities is a water distribution utility owned by five shareholding councils (Brisbane City Council, Ipswich City Council, Lockyer Valley Regional Council, Scenic Rim Regional Council and Somerset Regional Council). Urban Utilities has an asset base of \$6 billion and services a population of 1.5 million residents and over 31,000 commercial customers, across a geographical area that stretches from the Queensland/NSW border, west to Gatton, north to Kilcoy and east to Moreton.

The Environmental and Industrial Group was created to capitalise on the opportunities in the circular economy based on changes observed in the water and utility industry nationally and internationally. The Group contributes to Urban Utilities' purpose and vision by **protecting** the environment and public health through our core treatment services; being **prepared** for the future through the treatment solutions and growth opportunities of tomorrow; and enabling economic growth and **prosperity** through our customer and developer services.

### PRIMARY POSITION PURPOSE

The Environmental Management Officer is a key part of the Environmental Solutions team, providing support to operational areas of the business by implementing first line of defence assurance programs, providing subject matter advice, compliance and assurance management services. This role creates value through partnering and collaborating with internal business areas to ensure ongoing compliance with environmental and recycled water legislation and regulations as well as providing support and advice to achieve best practice and shared outcomes.

### POSITION ACCOUNTABILITIES

#### Regulatory & Compliance Management

Investigates standard and non-routines environmental and recycled water incidents and reports and provides expert advice to more senior colleagues while coordinating with all internal functions to facilitate effective implementation of compliance programs to minimise risk exposures and ensure adherence with regulatory standards

#### Operational Compliance

Identify, within the organisation's operational teams, patterns of non-compliance with the environmental and recycled water management systems, and with relevant legislation and regulations, taking appropriate action to report and resolve these and escalating issues as appropriate

### Regulation and Registration

Assist with the development of internal communications and work collaboratively with business partners to build a strong understanding of regulation and registration requirements

### Work Scheduling and Allocation

Design own monthly schedule and, if necessary, assign work to others in order to speed up office workflow and ensure high-priority tasks are completed

### Internal Client Relationship Management

Contribute to the management of partnering relationships with internal clients, building effective working relationships and providing high-quality professional services to support in delivering business strategy and plans

### Insights and Reporting

Prepare and coordinate the completion of regulatory and investigation reports, identifying and interpreting trends and translating into easy to understand language

### Improvement / Innovation

Identify shortcomings and suggest improvements to existing processes, systems and procedures, then delivers a plan for a small element of the implementation plan

### Personal Capability Building

Develop own capabilities by participating in assessment and development planning activities as well as formal and informal training and coaching; gain or maintain external professional accreditation where relevant to improve performance and fulfil personal potential. Maintain an understanding of relevant external regulation, and industry best practices through ongoing education, attending conferences, and reading specialist media

## BEHAVIOURAL COMPETENCIES

Competency	Overview	Examples
<b>Action Oriented</b>	Takes on new opportunities and tough challenges with a sense of urgency, high energy, and enthusiasm.	<ul style="list-style-type: none"><li>• Takes timely action on important or difficult issues.</li><li>• Identifies and pursues new opportunities that benefit the organization.</li></ul>
<b>Delivers Value - Accountability</b>	Holds self and others accountable to meet commitments.	<ul style="list-style-type: none"><li>• Accepts responsibility for own work, both successes and failures.</li><li>• Handles fair share and does not make excuses for problems.</li><li>• Usually meets commitments to others.</li></ul>
<b>Delivers Value - Results</b>	Consistently achieves results, even under tough circumstances.	<ul style="list-style-type: none"><li>• Holds self to high standards of performance; sets some challenging goals; wants to achieve meaningful results; pursues initiatives/efforts to successful completion and closure.</li><li>• Focuses on key goals, even during setbacks and obstacles.</li></ul>
<b>Growth Mindset</b>	Learns through experimentation when tackling new problems, using both successes and failures as learning fodder.	<ul style="list-style-type: none"><li>• Experiments to find the best possible solution and gains insight from test cases.</li><li>• Makes use of new concepts and principles when addressing problems.</li><li>• Learns from mistakes to avoid repeating them.</li></ul>

<b>Instils Trust</b>	Gains the confidence and trust of others through honesty, integrity, and authenticity.	<ul style="list-style-type: none"> <li>• Demonstrates integrity, upholding professional codes of conduct.</li> <li>• Instils trust by following through on agreements and commitments despite competing priorities and by being honest and straightforward.</li> </ul>
<b>Communicates Effectively</b>	Develops and delivers multi-mode communications that convey a clear understanding of the unique needs of different audiences.	<ul style="list-style-type: none"> <li>• Listens attentively and takes an interest. Keeps others well informed.</li> <li>• Conveys information clearly, concisely, and professionally when speaking or writing.</li> </ul>
<b>One Team</b>	Builds partnerships and works collaboratively with others to meet shared objectives.	<ul style="list-style-type: none"> <li>• Readily involves others to accomplish goals; stays in touch and shares information; discourages "us versus them" thinking; shows appreciation for others' ideas and input.</li> </ul>
<b>Customer Focus (Internally &amp; Externally)</b>	Builds strong customer relationships and delivers customer-centric solutions.	<ul style="list-style-type: none"> <li>• Keeps in contact with customers to ensure problems are resolved, or to improve customer service.</li> <li>• Studies customer feedback and emerging customer needs and uses these to determine some creative new ideas.</li> </ul>
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## TECHNICAL COMPETENCIES

Competency	Overview
<b>Law and Regulation</b>	Works with guidance (but not constant supervision) to professionally interpret and apply knowledge of laws and regulations.
<b>Compliance</b>	Works with guidance (but not constant supervision) to achieve full compliance with applicable rules and regulations in management and/or operations.
<b>Risk Management</b>	Identifies, assesses, prioritises and manages risks with guidance (but not constant supervision).

<b>Writing Skills</b>	Uses clear and effective writing skills without supervision and provides technical guidance when required on expressing ideas, requesting actions and formulating plans or policies.
<b>Review and Reporting</b>	Works with guidance (but not constant supervision) to review and create relevant, lucid and effective reports.

## EDUCATION

### General Education

- A tertiary-level qualification in a Science discipline

## EXPERIENCE

### General Experience

- Experienced practitioner able to work unsupervised (13 months to 3 years)
- Experience with environmental and/or recycled water legislation would be highly regarded
- Experience in a compliance or advisory field would be highly regarded