

# POSITION DESCRIPTION



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| <b>POSITION</b>        | Building Services Cadet Compliance Officer            |
| <b>POSITION NUMBER</b> |   |
| <b>CLASSIFICATION</b>  | Band 5  |
| <b>AGREEMENT</b>       | Ballarat City Council Enterprise Agreement No. 7 2016 |
| <b>DIVISION</b>        | Infrastructure and Environment                        |
| <b>UNIT</b>            | Building Services                                     |
| <b>MANAGER</b>         | Coordinator Building Services                         |
| <b>DATE UPDATED</b>    | October 2019  |

## EMPLOYEE POSITION DECLARATION

*I have read and understand the requirements and expectations of this Position Description. I agree that I have the physical ability to fulfil the inherent physical requirements of the position and accept my role in fulfilling the Key Responsibilities and corporate values. I understand that the information and statements in this position description are intended to reflect a general overview of the responsibilities and are not to be interpreted as being all-inclusive.*

**NAME OF INCUMBENT:**

**SIGNED:** \_\_\_\_\_

**DATED:** \_\_\_\_\_

## 1. ORGANISATIONAL CONTEXT

As a result of population growth across Australia, Ballarat is now one of the largest inland regional cities in the country. Ballarat is uniquely located with easy access to Melbourne, Geelong and Bendigo and is the Western Victorian capital for a region of 400,000 people.

Building Services Unit operates within the Infrastructure and Environment division and reports to the Executive Manager Regulatory Services. Regulatory Services include the Building Services, Environmental Health, Local Laws, Traffic Amenity, Compliance & Animal Shelter

The Building Unit provides guidance to builders, owners and occupiers to develop safe practices. The Building Services Cadet Compliance Officer is responsible for assisting the Coordinator Building Services, Municipal Building Surveyor and the Building Services Unit on issues of enforcement, public safety and amenity and associated work practices.

From a Health and Safety perspective the City of Ballarat requires the following:

#### *All Employees and Volunteers*

- Follow City of Ballarat policies and procedures.
- Report hazards and other unsafe practices.
- Report injuries as soon as possible to your Manager/Supervisor.
- Participate constructively in all forums set up to investigate, improve or communicate safety.

Regulatory Services values are based around the organisation's values of Leadership, Loyalty, Excellence and Outcomes:

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|--|--|
|  <p><b>LEADERSHIP</b></p> <ul style="list-style-type: none"><li>• Lead by example</li><li>• Be positive and energetic</li></ul>  |  <p><b>OUTCOMES</b></p> <ul style="list-style-type: none"><li>• Meet and exceed expectations</li><li>• Be collaborative, with the organisation and the community</li></ul> |
|  <p><b>LOYALTY</b></p> <ul style="list-style-type: none"><li>• Be an advocate for the organisation</li><li>• Listen and support each other with trust and respect</li></ul> |  <p><b>EXCELLENCE</b></p> <ul style="list-style-type: none"><li>• Be open to change and improvement</li><li>• Have pride in what we do</li></ul>                          |

## 2. POSITION OBJECTIVES

- To provide the BSU with a high level of administrative support by actively participating as part of the team and providing technical support to the Coordinator Building Services, Municipal Building Surveyor and relevant technical offices of the units statutory and the building permit function.
- To provide BSU customers and staff with an efficient, friendly, high quality service to ensure that all requirements are met in a professional manner.
- To liaise with internal and external stakeholders in support of efficient and effective facilitation of various applications considered under the Act and Regulations.

- To be self-driven, with an interest in advancing towards obtaining registration with the Building Practitioners Board in the category of Building Inspector and/or Building Surveyor.

### 3. KEY RESPONSIBILITY AREAS

Under the direction of the Coordinator Building Services and Municipal Building Surveyor:

- Assist with the investigation and evaluation of building applications and complaints.
- Provide technical support to the Building Services team in meeting Councils' legislative responsibilities under the Act and Regulations.
- Provide a customer service role to the Building Services Unit within knowledge base to assist Building Services staff to maximise their efficiency.
- Provide correspondence in relation to decisions and enquiries from the public.
- Attend to counter and telephone enquiries as it may be required.
- To use initiative to identify and resolve workflow issues within the Building Services team as well as contribute and participate in organisational projects.
- Provide customers with a professional and up to date advisory service and assist the public with enquiries.
- Identify, implement and review strategies to improve service quality.
- Data collection and data entry

### 4. ORGANISATIONAL RELATIONSHIPS

**Reports to:** Coordinator Building Services

**Internal Liaisons:** All Council Staff

**External Liaisons:** Businesses and Community Groups  
Victorian Building Authority  
CFA  
Legal Practitioners  
Residents & General Public  
State Government agencies and departments  
Other Municipalities  
Customers of Council

## 5. ACCOUNTABILITY AND EXTENT OF AUTHORITY

- Responsible to the Coordinator Building Services and Municipal Building Surveyor for the performance of duties within the position description.
- Responsibility for the delivery of high-level administration/technical support to the Building Services Unit.
- Shared responsibility for the input of applications / infringement notices / enforcement data into the Council system, and maintenance of these databases.
- Shared responsibility for the provision of assistance to maintain Building Service Unit records.
- Accountable for provision of accurate advice to customers.
- Adherence to the Organisations principles and policies on confidentiality.

## 6. JUDGEMENT AND DECISION MAKING

- Prioritise daily routine functions to co-ordinate with specific allocated tasks.
- Show initiative in approach to all aspects of the position.
- Ability to assess and make judgements on individual customer needs and advise and direct accordingly.
- Discretion to refer or advise customers to follow a particular course of action.
- Utilise judgement in the delivery of technical advice, supported by the business unit
- Apply discretion when dealing with customers with sensitive issues or needs.

Commented [MB1]: What do you mean by technical knowledge?

## 7. SPECIALIST SKILLS AND KNOWLEDGE

- Strong computer skills, particularly in Microsoft Word, Excel and database maintenance.
- Ability to prepare quality correspondence
- Well-developed oral and written communication skills, to enable achievement of the objectives of the position.
- Understanding and application of various responsibilities of the Building Services Unit, within an organisational context, to enable initial response to customer enquiries.
- Must possess an understanding and knowledge of the organisation of the City of Ballarat to advise on the range of services provided.

## 8. MANAGEMENT SKILLS

- Efficient and effective management and planning of own time and work. Setting priorities to achieve specific and set goals to ensure the objectives of the position are met.
- Ability to be thorough and detail focused when undertaking investigative work.
- Commitment to quality customer service.
- Ability to effectively organise and plan the work load to ensure the objectives of the position are met.
- Good communication skills, both oral and written.
- Work within and contribute to a team situation

## 9. INTERPERSONAL SKILLS

- Well-developed interpersonal skills with the ability to negotiate to resolve customer issues.
- Proven written skills with particular emphasis on attention to detail, ability to write reports and prepare a high standard external correspondence.
- Ability to work as a team member including assisting other staff members to meet the objectives of the unit.
- Ability to evaluate, advise and assist with enquiries
- Posses a tactful, personable and courteous attitude
- Conflict resolution and negotiation skills to enable dealing with difficult customers.

## 10. QUALIFICATIONS AND EXPERIENCE

- Experience working in a Building Permit related field with knowledge of the Building Regulations, Building Act and National Construction Code.
- Substantial experience in clerical/administration duties in a busy office environment.
- Some knowledge of building application processes and procedures, building compliance within the legislative framework.
- Sound communication skills with both personal and telephone operations.
- Demonstrated experience in working in a team environment

## 11. SELECTION CRITERIA

- Demonstrated experience working in a Building Permit related field with knowledge of the Building Regulations, Building Act and National Construction Code.
- Demonstrated ability to investigate and analyse data, with a high level of attention to detail, relating building applications in accordance with regulations, policies and procedures.
- Strong written and verbal communication skills that deliver high levels of customer service.
- High level of conflict resolution and customer service skills
- Excellent word processing skills and accuracy in data entry and demonstrated experience with a wide range of Windows based databases and applications and Councils software packages utilised by the Building Services team.
- Excellent time management skills
- Demonstrated ability to work cooperatively with teams and individuals across a range of service provision.
- Knowledge and understanding of health and safety issues relevant to work activities and work area.
- Current Victorian Driver Licence