

Position Description

Position Title	Building Surveyor's Assistant
Directorate	City Futures
Department / Business Unit	City Development
Team	Building Services
Classification	Band 5
Date	June 2026
Reports to:	Municipal Building Surveyor
Supervises:	Nil
Internal Liaison:	Municipal Building Surveyor, Coordinator Statutory Planning, Team Leader Statutory Planning, Team Leader Statutory Planning, additional Council staff as required.
External Liaison:	Country Fire Authority, Fire Rescue Victoria, Victoria Police, Victorian Building Authority, Department of Environment, Land, Water & Planning, Developers, Landowners, General Public, Courts.

Position Objectives

Your primary purpose in this position is to:

- To provide technical advice and assistance to the customers and provide administrative assistance to Building Services area to assist the team to achieve its legislative responsibilities whilst gaining experience in the Building Surveying field.
- To provide a level of customer service that consistently meets or exceeds our communities' expectations.

Key Selection Criteria

You need these essential qualifications (or experience), knowledge and skills to carry out this position

Essential

- Degree or Diploma in Building Surveying with little or no relevant work experience or alternatively lesser formal qualifications with significant relevant technical skills and well-developed knowledge of the workings of a building office. These should include:
 - Demonstrated knowledge and interpretation of the Building Act 1993 and Building Regulations related to processing applications, with an understanding of the underlying principles involved as distinct from practices,
 - An understanding of the relevant technology, procedures, and processes, including precedents and previous decisions applicable to the operation of the unit,
 - Written communications skills including report writing in the field of expertise as well as preparation of external correspondence and other documentation as required.
- Ability to work in a team environment and gain the cooperation and assistance of other team members, Council management and staff.
- Demonstrated high level of customer service skills in order to communicate effectively and efficiently with the external customers, providing excellent customer service.
- Demonstrated organisational skills and ability to manage time, set priorities, plan, and organise one's own workload in combination with demonstrated ability to use initiative to continually review and where necessary to improve procedures and processes.
- Proven expertise in Microsoft Office suite of applications such as Word, Excel, and ability to operate the P & R data base

As part of the Key Selection Criteria, you must hold and supply these licences, registrations, certificates, etc., prior to offer of employment and commencement and continue to maintain them throughout your employment in this role with Council:

- ☒ satisfactory (and ongoing) Working with Children's Check (Employee Check)
- ☒ satisfactory (and ongoing) Police Check

Position Specific Responsibilities & Skills

In this position, you are responsible for:

Plan check/Report & Consent	Under the supervision of a qualified practitioner examine and report on applications for building approvals for compliance with the Building Regulations, Building Act, Building Code of Australia and associated Acts and Standards.
Inspections and Enforcement	Under the supervision of a qualified practitioner carry out site visits and report on compliance with approved plans, as directed by the Municipal Building Surveyor.
Swimming Pool Register	Under the supervision of a qualified practitioner examine swimming pool documentation for compliance with the Building Regulations, Building Act, Building Code of Australia and associated Acts and Standards.
Office Administration	- Track building permits progress to ensure that the statutory obligations are met about completion of permits within the prescribed time limits. - Assist Cadet by imparting knowledge on building matters regarding cadet role.
Customer Service	- Answer phone calls enquiries within services standard timelines of 3 days achieved in an efficient and courteous manner giving accurate information when knowledge permits and refers more complex technical questions to appropriate persons. - Provide building advice at counter and over phone to developers, builders, residents in respect to building matters. - Provide organisational and administrative support to internal customers. - Liaise with internal stakeholders regarding guidance on siting approvals & POPES.
Working out of Hours	- This position may require participation in an availability roster where after hours contact for work related matters is required and in accordance with operational requirements (which may vary from time to time). If the participant is required to participate in such a roster etc, then the relevant/applicable allowance will be paid. - If the incumbent is in receipt of such an allowance, then it is expected that the incumbent will monitor designated communication channels and respond in a timely and appropriate manner.

Core Organisational Capabilities

We have a Core Capability framework to help everyone succeed and develop for their current and future positions. The relevant capabilities for this position are found on The Source > [Capability Framework | Greater Dandenong Council](#)

REACH Values

Our REACH values define who we are and how we interact with others. They define how each of us should aim to operate in the workplace regardless of the role we hold. Our REACH values are found on The Source > People, Culture and Safety > [REACH | Greater Dandenong Council](#)

Child Safe Organisation

Greater Dandenong City Council has zero tolerance of child abuse and is committed to creating and maintaining a child safe and child friendly City where all children are valued and protected from abuse.

Organisational Responsibilities

Everyone at Council has the following responsibilities and obligations:

Emergency Management	Help Council fulfil its emergency management obligations by assisting in emergency management activities as required
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Occupational Health and Safety	All employees have responsibilities to: • Take reasonable care of their own health and safety. • Take reasonable care that their acts do not adversely affect the health and safety of other persons or themselves. • Follow policy, procedure or instructions to ensure as far as is reasonably practicable a safe workplace. • Report all incidents, injuries and near misses to their supervisor immediately and adhere to Council's occupational health, safety and return to work (RTW) policies and procedures. • Participate in health and safety training programs and initiatives.
Child Safety	• Comply with the organisation's Child Safety and Wellbeing Policy, Child Safe Code of Conduct and all other Council Child Safe Policies & Procedures • Demonstrate a commitment to child safety, equity, inclusion, and cultural safety, in line with Council policies and the Victorian Child Safe Standards. • Report any child safety concerns including breaches of Child Safe Code of Conduct in line with Council policies, the Reportable Conduct Scheme, and legal obligations.
Climate Change & Sustainability	• Help support Council's response to the climate emergency by helping facilitate a whole-of-organisation approach where climate change mitigation and adaptation is embedded into all Council services, assets, operational and decision-making processes.
Compliance	• Remain mindful of the requirements of the Victorian Charter of Human Rights at all times • Manage Council records in accordance with the relevant Council policies and corporate requirements to protect personal information. • Perform other duties as directed within the limits of acquired skills, knowledge, and training. • At all times, take responsibility for maintaining the strictest levels of confidentiality regarding ratepayers, customers, and employees. • At all times, comply with Council's Code of Conduct - Staff.
Diversity, inclusion and equity	• Demonstrate an understanding of and the ability to work with, diversity in the workplace, including: ○ zero tolerance of racism and expectations that staff will act on incidents of racism ○ supporting Aboriginal and Torres Strait Islander children to express their culture and enjoy their cultural rights.
Gender Equality	• Support Council's response to the prevention of violence against women and workplace sexual harassment, including by modelling acceptable behaviour, and reporting improper conduct in a timely manner.

Inherent requirements of the position

These are the essential requirements of this position:

Council has a Flexible Work Policy. All staff are required to attend the workplace for the minimum number of days specified in the Policy.

Working out of standard business hours

- ☐ Not required.
- ☐ This role may be subject to work related contact outside of normal business hours on an ad hoc, as needs basis. These hours will be subject to penalty or overtime rates.
- ☒ This role may be subject to work related contact outside of normal business hours. This position may require participation in an availability roster. (Refer to 'Working out of hours' under position specific responsibilities.)

On a typical day, approximately this much time would be spent on the following activities:

Cognitive Requirements	Task details (typical tasks)	Frequency (% of the working day)			
		Rare/ Never	Occasional 0 – 33%	Frequent 34 – 66%	Constant >66%
Working independently – ability to utilise autonomy with respect to the processes by which tasks are completed. Little to no autonomy with respect to the work allocated to them by the supervisor		☐	☐	☒	☐
Team based work – works in a team of people and not exposed to isolation		☐	☒	☐	☐
Communicating with others – Verbally		☐	☐	☒	☐
Communicating with others - Written		☐	☐	☒	☐
Focused Attention to task – high levels of attention required to minimise errors and ensure accuracy		☐	☐	☐	☒
Concentrating – high levels of concentration required while completing required tasks		☐	☐	☐	☒
Planning and sequencing tasks and activities		☐	☐	☐	☒
Decision making – required to exercise sound decision making while completing all aspects of the position		☒	☐	☐	☒
Problem solving – requirement to develop sound solutions to novel or unusual problems arising during the course of the day		☐	☐	☐	☒
Reasoning – required to exercise sound reasoning while completing all aspects of the position within defined scope		☐	☐	☐	☒
Judgement – required to exercise sound judgement while completing all aspects of the position within defined scope		☐	☐	☐	☒
Short and long-term memory recall – ready access to documented procedures or precedents to perform requirements of the position		☐	☐	☐	☒
Emotional resilience – exposure to stressful or distressing situations including meeting specified deadlines and production demands, dealing with aggressive or upset customers/clients, high conflict situations, general workload demands, change beyond individual's personal control		☐	☐	☐	☒
Interruptions – frequency of interruptions to daily work plans and requirement to change work plans at short notice		☐	☐	☐	☒

Physical Requirements

- ☐ This position requires more than 10% (on average) daily work rate of manual handling/physical exertion. [If this position requires ≥10% (on average) daily work rate of manual handling / physical exertion, a Task Analysis is then required to be established by an Occupational Therapist [OT] for further assessment (please contact the OHS Team for further information).]
- ☐ This position requires a vision test
- ☐ This position requires a hearing test

Note: To determine % of manual handling / physical exertion on average per working day.

7.6 hour day = 456 minutes. 10% of 456 minutes = 45.6 minutes per day.

8.00 hour day = 480 minutes. 10% of 480 minutes = 48.0 minutes per day.

8.44 hour day = 506 minutes. 10% of 506 minutes = 50.6 minutes per day.

Physical Requirements	Task detail	Frequency (% of the working day)			
		Rare / Never	Occasional 0 – 33%	Frequent 34 – 66%	Constant >66%
Mobility/Postures					
Sitting – stay in a seated position		☐	☐	☒	☐
Standing – standing in an upright position, moving less than 3 steps		☐	☐	☒	☐
Walking – In an upright position, moving more than 3 steps		☐	☐	☒	☐
Crawling – Move on the hands & knees or by dragging the body close to the ground		☒	☐	☐	☐
Non-manual handling					
Crouch/squat – To lower the body by bending forward from legs and spine, buttocks on or near the heels		☒	☐	☐	☐
Kneeling – To lower the body		☒	☐	☐	☐
Bending – To bend forward and down from the waist or the middle of the back, rounding the shoulders and back for more than 3 seconds		☐	☒	☐	☐
Reaching – Extending arms out in any direction		☐	☒	☐	☐
Twisting/trunk rotation – Rotating the body to one side or the other without moving the feet		☐	☒	☐	☐
Fine manipulation/pinch grip – Fingers are on one side of the object and thumb on the other, typically without the object touching the palm		☐	☒	☐	☐
Power/open hand grip – Using the whole hand to grasp an object, typically used to handle large or wide objects where the fingers are extended		☐	☒	☐	☐
Writing/typing		☐	☐	☐	☒
Climb ladders		☐	☒	☐	☐
Climb or descend stairs		☐	☐	☐	☒
Low level work – Performing manual handling actions at or near ground level		☒	☐	☐	☐
Manual Handling					
Lift/Carry/Hold – Raising or lowering an object from one level to another and holding/transporting the object using the hands, arms or on the shoulders		☒	☐	☐	☐
Pushing/Pulling – Applying force to move something away or closer to one’s self, including static positions		☒	☐	☐	☐
Kilograms of force (kg.f) – Amount of force or effort required to perform a specific task or part of a task		☒	☐	☐	☐
Weight requirements – lift, carry, push, pull or hold					
1-5kg		☐	☒	☐	☐
5.1 – 10kg		☐	☒	☐	☐
10.1 – 15kg		☒	☐	☐	☐
15.1 – 20kg		☒	☐	☐	☐
Lift floor to hip		☒	☐	☐	☐
Lift waist to shoulder		☒	☐	☐	☐
Lift overhead		☒	☐	☐	☐
Pushing/pulling		☒	☐	☐	☐

Band descriptors (as defined in Council's Enterprise Agreement)

These descriptors help to classify the position:

Accountability and Extent of Authority

The position is directly held responsible for:

- This position provides advice to and regulates clients within delegated authorities and provides support to more senior employees.
- In the provision of specialist advice to clients including the regulation of clients, the freedom to act is subject to close supervision by the Deputy Building Surveyor and Municipal Building Surveyor and within clear guidelines. The effect of decisions and actions taken on individual clients may be significant, but the decisions and actions taken are always subject to appeal or review by the Deputy Building Surveyor or Municipal Building Surveyor.
- In providing direct support and assistance to more senior employees, the freedom to act is not limited simply by standards and procedures, and the quality of decisions and actions taken will often have an impact upon the performance of the Deputy Building Surveyor and Municipal Building Surveyor.
- The effects of decisions and actions taken may be significant, but decisions and actions are always subjected to appeal or review by the Municipal Building Surveyor.

Judgement and Decision-Making Skills

Judgement and decision making is within the following scope:

- The objectives of the work are usually well defined but may involve problem solving, using procedures and guidelines and the application of professional or technical knowledge, or knowledge acquired through relevant experience.
- Problems are occasionally of a complex or technical nature with solutions not related to previously encountered situations and some creativity and originality is required.

Independently:

- The position makes decisions based on day to day management and scheduling of allocated work and resolution of minor issues with customers within agreed predetermined parameters.

With Input from the Municipal Building Surveyor

- Provide direct support and assistance to the Municipal Building Surveyor, by providing information on status of workload to determine how best to utilise resources.

Recommends to the Municipal Building Surveyor

- Reports relevant issues to the Municipal Building Surveyor where appropriate.
- Makes recommendations about administration procedure improvements, where considered necessary, as well as staffing matters associated with administration support officers.

Guidance:

- Guidance and advice is usually available within the time required to make a choice.

Specialist Knowledge and Skills

The position requires the following essential skills and knowledge:

- Interpreting regulations requires an understanding of the underlying principles involved, including those of relevant Legislation, Acts and Regulations, as distinct from practices.
- The ability to standard procedures, practices, Acts and Regulations to the position's functions, and an understanding of the relevant precedents and previous decisions.
- Require an understanding of the relevant technology, procedures and processes used within their operating unit.
- An understanding of the role and function of the Deputy Municipal Building Surveyor and an understanding of the long-term goals of the unit and appreciation of the goals of the organisation.

Management and Interpersonal skills

The essential position requirements include:

- Ability to manage time, set priorities plan and organise one's own work and in appropriate circumstances that of other employees within an environment of change so as to achieve specific and set objectives in the most efficient way possible within the resources available and within a set timetable.
- Well-developed written communications skills including report writing in their field of expertise and to prepare external correspondence and other written documentation as required.
- Well-developed verbal communications skills including dealing with members of the community in a tactful and personal manner and maintaining composure in difficult inter-personal situations.
- Ability to gain cooperation from and assistance from clients, members of the public and other employees in the administration of well-defined activities and in the support of other employees where appropriate.
- Ability to provide constructive feedback to support staff on matters of performance to facilitate learning and development.

Verification & Approvals

We certify that the content of this Position Description accurately reflects the overall role and accountabilities of the position:

	Name	Signature	Date
Occupant			