

Position Description

Position Title:	Building Surveyors Assistant
Business Unit:	Building Services
Department:	Building Services
Directorate:	City Planning, Design & Amenity Services
Classification:	Band 5
Date:	April 2022
Reports to:	Deputy Municipal Building Surveyor
Supervises:	Nil
Internal Liaison:	<u>Deputy Building Surveyor</u> - fortnightly to review progress against work plan actions, workload and responsibilities / <u>other Council staff</u> - as required
External Liaison:	Draftspersons / Private building surveyors / Residents

1. Position Objectives

- 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.

2. Key Responsibility Areas / Position Specific Responsibilities

Main areas of responsibilities will include but is not limited to:

Plan checking/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/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 in regard to completion of permits within the prescribed time limits.
- Assist Cadet by imparting knowledge on building matters regarding cadet role.

Customer Service/internal & external

- 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 refer 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.

3. Overall Position Accountability and Authorities

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.

4. Judgement and Decision-Making Skills

Judgement and decision making will be 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.

5. Specialist Skills and Knowledge

The essential position requirements include:

- 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.

6. 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.

7. Qualifications and Experience (Key Selection Criteria)

Selection of the most suitable applicant will be based on the following:

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.

Verification

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

Prepared by:

Name:	Matthew Harvey	Signature:	
Date:	April 2022		

Manager:

Name:	Jamie Thorley	Signature:	
Date:	April 2022		

Director:

Name:	Jody Bosman	Signature:	
Date:	April 2022		

Position Occupant:

Name:		Signature:	
Date:			

Inherent Physical / Cognitive Requirements of the position

Not specific to this role (the position does not require more than 10-15% manual handling. A Task Analysis to identify detailed Physical Requirements of the role is not required).

Authorised by: Name Matthew Harvey Signature _____ Date: _____

Cognitive Demand	Yes	No
Regular communication with team/work mates	✓	
Regular communication with others	✓	
Verbal instruction and supervision of others		✓
High concentration	✓	
Planning and problem solving	✓	
Job/task organisation	✓	
Short-term memory	✓	
Long-term memory	✓	

Position Description

APPENDIX 1

Additional Key Responsibility Areas / Position Specific Responsibilities for all employees

Main areas of responsibilities will include but is not limited to:

Business Unit Responsibilities

- Undertake Emergency Management duties as required by assisting in Emergency Management activities.
- At all times, take responsibility for maintaining the strictest levels of confidentiality regarding ratepayers, customers and employees.
- Make an ongoing, positive contribution to the Directorate.

Change Management

- Positively embrace, adopt and meet the challenges of change as it occurs within the organisation while possessing a 'can do' attitude in order to embrace new tasks and to assist others.

Team Effectiveness

- A demonstrated ability to work in a team environment and actively participate as a committed and valued team member to ensure a cohesive approach to achieving team and corporate objectives.
- Be a team player and adopt team practices that support a team approach across the organisation by supporting each other in a team environment to recognise individual team achievements and achieve team targets.

Organisational Requirements

- A committed employee, behaving in a manner consistent with personal and professional workplace standards as outlined in Council's Code of Conduct and other Council policies, procedures and guidelines.
- In accordance with the responsibilities of your role, positively 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.
- Make a positive contribution to Council and be mindful of the requirements outlined in the Victorian Charter of Human Rights in the provision of service delivery while respecting the rights of colleagues and customers at all times.
- Act respectfully, responsibly and be accountable for your actions.
- Adhere to Council's occupational health, safety & return to work (RTW) policies & procedures and participate in health & safety training programs and initiatives Understanding of and ability to work with diversity within the workplace and community.
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- Perform other duties as directed within the limits of acquired skills, knowledge and training.
- Manage Council records in accordance with the relevant Council policies and corporate requirements to protect personal information.