



Position Description – Asset Protection Officer

Position:	Asset Protection Officer
Band:	Band 5
Position Number:	10110
Business Unit:	Infrastructure Assets and Recreation
Directorate:	Community Infrastructure

Name of Occupant	Vacant
Date Approved	March 2024
Approved By	Manager Infrastructure Assets and Recreation

Position Objective

The primary objectives of the position are:

- Responsible for the prevention of damage to Council Assets caused by builders, contractors and the community and the prevention of environmental hazards such as dust and mud emanating from work sites.
- To provide advice, assistance and education relating to Asset Protection policies, associated local laws and relevant Council policies.
- To contribute to the achievement of corporate policies, strategies, service levels, standards, and the pursuit of corporate goals for the business unit.

Key Responsibility Areas

The following are the key responsibility areas for the position:

Asset Protection

- Provide advice, assistance and education relating to Asset Protection policies, associated local laws and relevant Council documents.
- To assist in the assessment of applications for permits for vehicle crossings for residential, industrial and rural uses as well as connections to Council's drainage infrastructure. To issue these permits where appropriate and to undertake inspections.
- To liaise with service authorities concerning works impacting upon Council assets (e.g. NBN, PTV, Telstra).

- Undertake before and after inspections of Council assets in the vicinity of construction works to determine any damage caused by builders/developers and liaise with builders/developers to rectify any damage caused.
- Ensure that permits for works have been obtained by contractors and builders including undertaking site inspections and facilitating compliance with Council requirements.
- Assess and issue applications for permits for nature strip modifications and vehicle crossings for residential, industrial, and rural uses as well as connections to Council drainage infrastructure.
- Collaborate with other departments and prioritise works as required to remedy Councils Assets as required.
- Support the Senior Asset Protection Officer to investigate and promote compliance where necessary following relevant legislation, Codes of Practice and Council standards including ensuring enforcement for infringements or damages by the respondent.
- Effectively handle complex customer interaction via field operations, customer request system, emails, front counter, and telephone enquiries.
- Utilise Council's information systems for all workflow, record keeping and maintenance work within the area of responsibility.
- Undertake Legal point of discharge (LPD) inspections.
- Run internal reports that list works sites that have completed works and action final inspections of the Council Assets.

2. Enforcement

- Ensure that Councils statutory obligations under any Act, Regulation or Local Law for which this section is responsible are carried out courteously and efficiently.
- Investigate, promote compliance and where necessary enforce the requirements per relevant legislation, Codes of Practice and Council standards.
- Where necessary assist with the taking of legal action on behalf of Council to ensure payments of fines, costs, or damages by respondents.
- Investigate and collect evidence such as conducting interviews, photos, and samples for analysis, and complete a Brief of Evidence for approval; give evidence in court as required.

3. General

- Ensure project objectives are met by anticipating and managing potential and emerging issues.
- Proactively audit for compliance across the municipality.
- Effectively handle complex customer interaction via field operations, front counter, and telephone enquiries
- Proactively protect Council assets and address public safety issues.
- Contribute to an integrated approach to all sections within the Assets and Recreation business unit.
- Keep abreast of current trends, standards and Code of Practice as they relate to Council works.
- Collaborate with other departments and prioritise works to remedy Council's assets as required.

All other duties and additional tasks as directed, within the skills and abilities of a position at this level.

Reports to:	<i>Senior Asset Protection Officer</i>
Supervises:	<i>Not applicable</i>
Internal Liaisons:	<i>All internal Staff</i>
External Liaisons:	Residents and visitors of the Shire, community groups, contractors and consultants and public authorities (such as Regional Roads Victoria, Gippsland Water, Ausnet Services, Developers, Builders, Concreters and Landscapers)

Commitment to Culture

Baw Baw Shire Council is committed to creating a culture first environment that actively promotes and demonstrates above the line behaviours.

We will strive to be:

Optimistic – about our organisation's future and our ability to deliver quality services and projects to benefit our community.

Pragmatic – by resolving issues and making the best possible use of our time, effort and resources.

Respectful – of ourselves, our Council and of the diverse views and perspectives of our community.

Supportive – by valuing our team members, empowering them to be successful in their roles and investing in their growth and development.

Authentic – by undertaking our work in an open, honest and transparent manner.

Resilient – in adapting with courage and agility to challenges and change within the Organisation, and our community.

Commitment to Safety

Baw Baw Shire Council has made a committed to increasing our safety performance. A high performing safety culture is created by empowering all Councillors, Employees and Volunteers to be accountable to our ThinkSAFE approach.

Our expectation is that you will **Think, Stop, Assess, Foresee and Evaluate hazards and risks** in all you do to achieve our overall goal of creating a safe work environment.

We are committed to providing a safe working environment that embraces and values child safety, diversity and inclusion. Baw Baw Shire Council has zero tolerance for child abuse and is committed to creating and maintaining a child safe organisation where all children are kept physically, emotionally and culturally safe and protected from abuse.

Fraud and Corruption

Council has zero tolerance to fraud, theft corruption and misconduct. Employees will ensure that they comply with legislation and Council policies and practices. Directors and Managers are in positions of authority and must act with due diligence to identify potential instances of fraud, theft, corruption, or misconduct.

Qualifications and Experience

The qualifications and experience required for the position include:

- Relevant qualification in Building, Civil Engineering/Construction, Enforcement and/or appropriate knowledge and skills gained through on-the-job training.
- Prior work experience in a role that involved customer service.
- Experience in Local Government is desirable.
- Worker Screening Check (formerly Working with Children Check) or willingness to obtain.
- A current Victorian drivers' licence.

Key Selection Criteria

1. Qualifications and experience as outlined above.
2. Well-developed communication and stakeholder management skills with the ability to gain cooperation and assistance from a variety of audiences.
3. Ability to prioritise workload and conflicting priorities within a busy environment.
4. Proven communication and customer service skills with a strong ability to work both in a team and autonomously.
5. Ability to liaise and form a good rapport with internal and external stakeholders.
6. Demonstrated initiative and ability to analyse problems.
7. Sound computer skills.

Accountability and Extent of Authority

The position's accountability and extent of authority will be as follows:

- Accountable for the provision of advice, assistance, recommendations, and education on matters relating to asset protection, with the review of decisions on a regular occurrence.
- Accountable for responding to requests for assistance or complaints relating to asset protection and the regulation.
- The ability to exercise discretion within standard practices and processes, undertaking and implementing quality control measures.
- Support the team with the quality, effectiveness, cost, and timeliness of work plans, and with the safety and security of Council assets.
- Accountable for generating standard reports and correspondence to both internal and external stakeholders.
- Supporting business units to adopt preventative actions and strategies for OHS matters and encourage a safety culture where employees follow effective risk management practices.
- Provide input to develop, maintain and continuously improve systems, policies, and processes within the Civil Asset Planning business unit.
- Ability to prioritise workload and conflicting priorities.

Judgement and Decision Making

Judgement and decision-making skills required for the role include:

- Ability to read and interpret council standards to make decisions based within regulatory requirements, under the guidance of the team.
- Act within Council policies to achieve objectives and goals within budget, providing regular reports and updates with direction from members of the team or the Coordinator.
- Ability to make decisions relating to permits and the prevention of damage to Council Assets with the use of existing methods and processes.
- Problems are often of a complex or technical nature with solutions not related to

previously encountered situations and some creativity and originality is required.

- Work may involve solving problems, using procedures and guidelines and applying professional or technical knowledge, or knowledge acquired through relevant experience.
- Guidance and counsel may be available within the time available to make a choice.

Specialist Skills & Knowledge

The skills and knowledge required to perform the duties of the position include:

- Ability to prepare accurate, detailed, and timely reports and respond to correspondence.
- Ability to use the available digital tools relevant to the role.
- Require an understanding of the function of the position within its organisational context, including relevant policies, regulations, standards, codes and precedents.
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Management Skills

The required management skills include:

- Ability to manage one's time, set priorities, plan, and organise one's work whilst contributing to the priorities determined for the team.
- Proactively contribute to the continued education of owner-builders, building contractors and approved agents of Council's Asset Protection process.
- Monitor and respond to Customer Request Management system (CRM) requests in a timely and effective manner.
- Understanding of and ability to implement basic personnel policies and practices including those related to equal employment opportunity, occupational health and safety, and employees training and development.

Interpersonal Skills

- Well-developed communication skills including the ability to carry out all functions in an efficient manner, with a strong team focus and the promotion of a professional and customer focussed corporate image.
- Work as part of a multi-disciplined team.
- Demonstrated ability to prepare written documents including correspondence and reports.
- Present ideas in an organised manner, for both verbal and written communication.
- Ability to demonstrate flexibility within the working environment and to contribute to team-based service delivery.
- Initiate and develop strong working relationships with internal and external stakeholders, contractors.

ACCEPTED for and on behalf of the **EMPLOYEE**

[acceptance_status]

Acceptance of Employee

[candidate_name]

Name of Employee

[acceptance_date]

Date