

# POSITION DESCRIPTION



**Position Title:** Senior Building & Development Compliance Officer  
**Department:** Health Building & Compliance  
**Division:** Planning & Environment  
**Grade:** 9  
**Approved Status:** Permanent Full Time  
**Last Reviewed:** November 2017  
**Reviewed By:** Manager Health Building & Compliance

## 1. Objectives of Position

- 1.1. To lead a team of Building & Development Compliance Officers to effectively respond and resolve complaints to Council regarding building compliance matters in accordance with community expectations and service level agreements.
- 1.2. To undertake inspections of building and development sites to ensure that work carried out is in accordance with relevant consents.
- 1.3. To develop systems and processes to discourage unauthorised works and uses within the community.
- 1.4. To assist the Coordinator Building & Compliance with minimal supervision, to monitor, and ensure delivery of key performance indicators and outstanding quality and best practice outcomes for complaint management.
- 1.5. To provide technical advice on building, construction and compliance matters to the Manager Health, Building & Environment, other staff members and the community.
- 1.6. To provide day to day coordination of the Compliance Team ensuring that performance is maintained by the team in terms of workflow and productivity targets as agreed.

## 2. Key Accountabilities

### 2.1. Technical/Operational

- 2.1.1. Develop an enforcement program that results in fee recovery for investigations as a result of unauthorized works and uses.
- 2.1.2. Review and develop where appropriate, new procedures and systems for the operation of the Compliance Team that leads to increases in efficiency.
- 2.1.3. Ensure records within the Compliance Team are effectively documented and maintained to support legal action as a result of unauthorised works and uses.
- 2.1.4. Assist team members within the Compliance Team with the preparation of notices, orders and court statements.

### 2.2. Financial

- 2.2.1. As per financial delegations.

### 2.3. Management & Leadership

- 2.3.1. Manage the Council's complaint responsiveness as it relates to building and compliance matters to ensure high levels of customer satisfaction.
- 2.3.2. Monitor Council's customer complaints data base within the Tech 1 computer platform minimising building and compliance complaints escalating to the Manager Health Building & Environment and the Director Planning & Environment.

- 2.3.3. Manage workflows and monitor performance to ensure that service delivery targets for investigating unauthorised works and uses are met.
- 2.3.4. Manage interdisciplinary issues relating to team based assessment of complaints.
- 2.3.5. Review work undertaken by team members and other relevant staff to ensure compliance with relevant standards.
- 2.3.6. Coordinate the management of major compliance projects including obtaining advice from staff within other Council teams and departments. Report regularly to the Manager on the progress of these projects.
- 2.3.7. Act in the position of Coordinator Building & Compliance as required by the Manager or Director.
- 2.3.8. Undertake various day to day operational activities including the organisation of the Compliance Team ensuring timely response to telephone, counter and written enquiries.

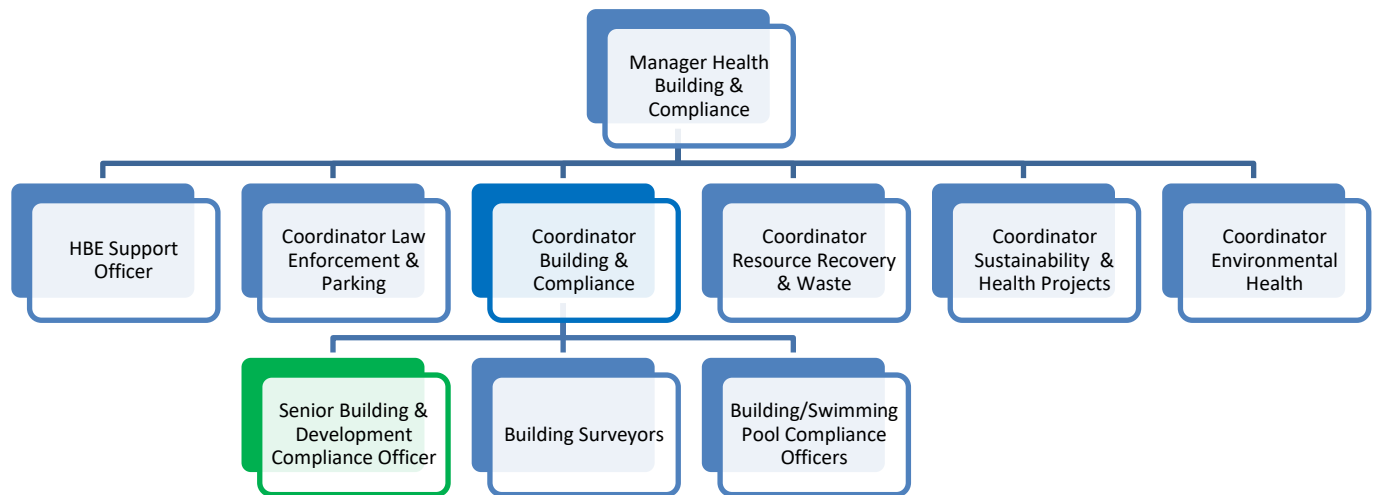
## **2.4. Communication, Consultation & Engagement**

- 2.4.1. Communicate with residents, developers and builders highlighting legal rights and obligations.
- 2.4.2. Prepare reports to Council and attend meetings as necessary.
- 2.4.3. Liaise with Council staff, other councils and statutory bodies and necessary.
- 2.4.4. Represent Council in the Land and Environment Court and Local Court when required.

## **2.5. General**

- 2.5.1. To comply with the operational responsibilities unique to the position as outlined in the attached schedule.
- 2.5.2. Collaborate and communicate with the Health Building & Environment team members to create an enthusiastic and motivated atmosphere where staff work with a sense of efficiency.
- 2.5.3. Support management in the process of workplace reform, service competitiveness and the achievement of objectives by proactively working to improve operational efficiency.
- 2.5.4. Carry out additional tasks within your skill set as agreed by Manager Health Building & Environment.

### 3. Position/Department Structure



### 4. Essential Knowledge, Skills and Experience (Essential Criteria)

- 4.1. Relevant qualifications and a minimum 5 years experience within the building compliance field.
- 4.2. Comprehensive understanding of all relevant legislation including the EP&A Act, the POEO Act, the Building Code of Australia and the Local Government Act.
- 4.3. Experience in preparation and presentation of matters for the Land and Environment Court and Local Court proceedings.
- 4.4. Excellent written and oral communication skills.
- 4.5. High levels of problem solving, negotiation skills and judgement.
- 4.6. Highly developed skills in effective conflict resolution, mediation and customer service.
- 4.7. Commitment to EEO principles.
- 4.8. Computer literacy, preferably in Microsoft Office, Authority and associated Local Government applications.
- 4.9. Current Drivers License Class C.

### 5. Desirable Knowledge, Skills and Experience (Desirable Criteria)

- 5.1. Advanced Building Regulation course

### 6. Agreement

We the undersigned agree that the position description and competencies contained herein are accepted as appropriate for the performance of this position.

Signed: \_\_\_\_\_ Date: \_\_\_\_\_  
Appointed employee

Signed: \_\_\_\_\_ Date: \_\_\_\_\_  
Supervisor / Manager

Signed: \_\_\_\_\_ Date: \_\_\_\_\_  
Director / General Manager

## SCHEDULE OF OPERATIONAL RESPONSIBILITIES

### 1. Work, Health & Safety Responsibilities

#### 1.1. Worker

A worker's responsibilities include, but are not limited to:

- 1.1.1. Taking reasonable care for his/her own health and safety.
- 1.1.2. Taking reasonable care that his or her acts or omissions do not adversely affect the health and safety of others.
- 1.1.3. Compliance, so far as the worker is reasonably able with any reasonable instructions that are given by Council or a Person Conducting a Business or Undertaking (PCBUs) for City of Canada Bay where applicable.
- 1.1.4. Cooperating with any reasonable policy or procedure of the City of Canada Bay or PCBUs working at or for City of Canada Bay or where applicable at the workplace that has been notified to workers.
- 1.1.5. Reporting all incidents, hazards and near misses to their direct supervisor.
- 1.1.6. Actively participating in injury management and rehabilitation programs.
- 1.1.7. Using Personal Protective Equipment (PPE) where required and in accordance with the manufacturer's instructions.
- 1.1.8. Maintaining all tickets, licences, operative training etc., required for the job either by legislation or through Council's or a PCBU's policies and procedures and advise Team Leaders of any change to these.
- 1.1.9. Attending all specified training and induction courses.
- 1.1.10. Contributing to workplace practice and procedure reviews.
- 1.1.11. Advising Team Leaders/Coordinators of any WHS issue that they believe should be addressed in the workplace.
- 1.1.12. Ensuring all hazards identified are reported to their immediate supervisor and appropriate forms completed.
- 1.1.13. Participating in workplace inspections.
- 1.1.14. Ensuring appropriate supervisory staff are advised of any person who is not engaging or complying with safe work practices or Council policies and procedures.

#### 1.2. Supervisor

In addition to the responsibilities of a worker, this position is also responsible, as a supervisor, for:

- 1.2.1. Providing advice to the Manager on WHS issues.
- 1.2.2. Undertaking investigations of all incidents and hazards.
- 1.2.3. Consulting with workers and other stakeholders to ensure the Injury Management Program and Rehabilitation Program operate effectively.
- 1.2.4. Including safety training and equipment in budgets.
- 1.2.5. Ensuring staff you are responsible for hold and maintain all tickets, licences, operative training etc. required for their job by legislation or through the organisation's policy/procedures, and ensure a record of certification is maintained.
- 1.2.6. Ensuring all workers have attended relevant induction and essential safety courses.
- 1.2.7. Monitoring the use of Personal Protective Equipment (PPE) in accordance with the City of Canada Bay's policies.
- 1.2.8. Undertaking workplace inspections in accordance with the City of Canada Bay's policies and corrective action taken if required.

- 1.2.9. Ensuring purchases comply with the City of Canada Bay's requisition procedures and purchasing policy.
- 1.2.10. Maintaining awareness of legislation which regulates activities you are responsible for.
- 1.2.11. Advising managers of any person who is not engaging or complying with safe work practices or the organisation's policies and procedures.
- 1.2.12. Ensuring hazards identified are investigated, assessed and remedial actions adopted to eliminate or control risks.
- 1.2.13. Ensuring all measures (including procedures and equipment) that are adopted to eliminate or control risks to health and safety are properly used and maintained.
- 1.2.14. Ensuring workers are supervised by a competent person.
- 1.2.15. Ensuring amenities are maintained in a safe and healthy condition at all times.

## **2. Equal Employment Opportunity Responsibilities**

Comply with Equal Employment Opportunity (EEO) legislation as well as Council's EEO policies & procedures.

## **3. Sustainability Responsibilities**

Contribute to Council's environmental sustainability objectives and targets through active participation and compliance with Council's policies & procedures.

## **4. Record Keeping Responsibilities**

Comply with Council's Records Management Policy and the State Records Act 1998.

## **5. Designated Person Classification**

This position is classified as a "designated position" under section 449 of the Local Government Act 1993. As such a 'Disclosures by Councillors and Designated Persons Return' will need to be completed annually which discloses pecuniary interests and other matters as prescribed by Part 8 of the Local Government (General) Regulation 2005.

## **6. Code of Conduct Obligations**

Comply with the requirements of Council's Code of Conduct.

## **7. Delegations**

Delegations for the position are listed in the Register of Delegations for Planning & Environment and are to be exercised in accordance with the requirements of the register and the "Delegations Practice Guide".

## **8. Organisation Values**

### **8.1. Creativity**

All staff are encouraged to explore opportunities and new ideas.

### **8.2. Fun**

We choose to create a great place to work.

### **8.3. Leadership**

We inspire and enable staff to bring out the best in themselves and each other.

### **8.4. Teamwork**

We treat each other the way we would like to be treated.

### **8.5. Respect**

We work together collaboratively, and in support of each other.

## 9. Acknowledgement

I have read and understood, and agree to comply with, the Operational Responsibilities as outlined above:

Initialled: \_\_\_\_\_  
Appointed employee

Date: \_\_\_\_\_

Initialled: \_\_\_\_\_  
Supervisor / Manager

Date: \_\_\_\_\_