

# Technical Officer - Storm Water Services

## Role purpose

City Life Division incorporates the following units: Parks and Recreation, Bushland, Roads and Capital Works, Storm Water, Cleansing and Solid Waste, Projects and Support Services, including Emergency Management.

This position is responsible for the delivery of professional customer service through the provision of technical advice aligned to the Storm Water Strategy that is within legislative and regulatory requirements.

## Role overview

<b>EA and Classification</b>	Hobart City Council Enterprise Agreement 2021 Municipal Officer MO Level 3
<b>Position Description Number</b>	9695
<b>Number of direct reports</b>	Nil
<b>Responsible for total staff</b>	Nil
<b>Delegations and Authority</b>	Nil
<b>Budget level</b>	Nil
<b>Division, Unit, Team</b>	City Life Division, Bushland, Biodiversity & Waterways Unit
<b>Immediate Manager</b>	Senior Waterways Engineer (9883)



P  
- D



# Role accountabilities Key result areas

## Corporate

- Research, investigate, record information and assist with decisions in response to customer enquiries about storm water.
- Provide responses to technical enquiries about storm water from internal and external customers.
- Assist with investigations and scoping of projects for public storm water projects.
- Provide technical support for the assessment and construction of storm water connections and other maintenance activities.
- Review and assess storm water connection permits, and the storm water and flooding components of development applications (planning and plumbing) against relevant legislation and regulations.



# Qualifications, licences and competencies

## Essential

- Bachelor of Engineering (Civil or Environmental) or acceptable equivalent qualification or a Trade Licence – Plumbing with a moderate level of professional experience in storm water.
- Pre-employment Medical Assessment – High Risk
- Current Registration to Work with Vulnerable People.
- Current Drivers Licence.

## Desirable

- Knowledge of and experience in hydraulic infrastructure and services. Experience may include but not be limited to modelling software application, design experience or the management of relevant construction activities.

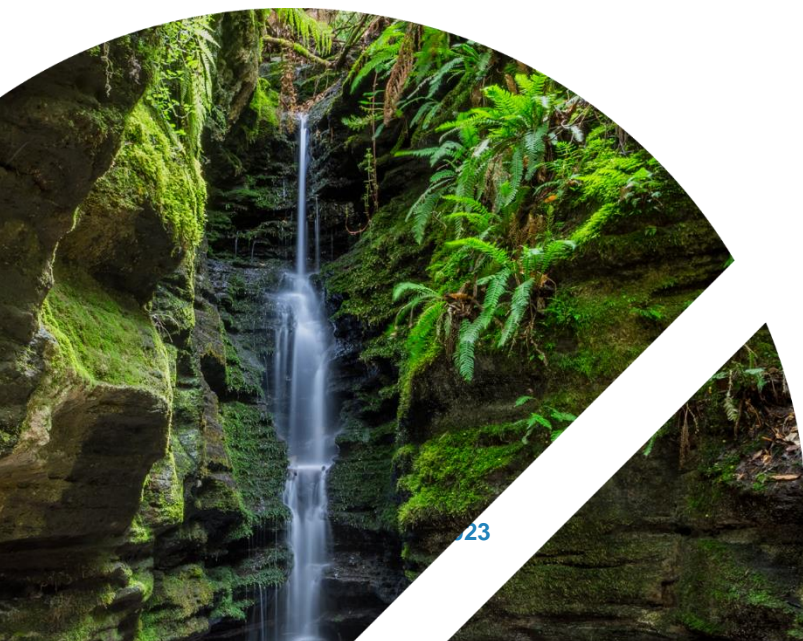
## Selection criteria

### Knowledge and experience

1. Competency in computer software including Microsoft office suite, GIS and document management software.
2. Demonstrated ability to work independently, with sound skills in managing time, setting priorities and planning and organising their own work.
3. Proven ability to work to established policies and procedures and to use good personal judgement in applying established procedures to new situations.
4. Excellent customer service skills, well developed verbal and written communication skills and the ability to negotiate outcomes.
5. Must have a level of fitness and ability to, climb ladders, inspect worksites, inspect under houses and structures, lift storm water and sewer manholes, enter confined spaces and traverse waterways and embankments

### Behavioural competencies

- Actively demonstrates the expected behaviours described in the Behavioural Competency Framework.



## Behavioural Competency Framework

### Our Values

#### People

**Care about people – our community, customers and colleagues.**

- Considers people in all things we do.
- Values individual differences and diversity.
- Guides, mentors and develops people.
- Tailors communication to specific audiences.
- Actively listens to others and encourages feedback.
- Communicate with others respectfully.

#### Teamwork

**We collaborate both within the organisation and with external stakeholders drawing on skills and expertise for the benefit of our community.**

- Supports equal and fair treatment for all.
- Is seen as a team player and finds common ground in a respectful way.
- Seeks and provides feedback to improve working relationships.
- Actively looks for opportunities to share knowledge and utilise strengths.
- Works cooperatively to achieve shared objectives.
- Recognises others for their contributions and accomplishments.
- Gains and demonstrates trust and support for others through actions.

#### Focus and Direction

**Have clear goals and plans to achieve sustainable social, environmental and economic outcomes for the Hobart community.**

- Has a clear and specific understanding of what needs to be achieved.
- Actively participates in planning and provides feedback.
- Considers sustainable options.

## Behavioural Competency Framework

### Our Values

#### Creativity and Innovation

**Embrace new approaches and continuously improve to achieve better outcomes for our community.**

- Agile and continually looks for opportunities for Lean improvements.
- Stimulate passion and excitement to overcome problems.
- Follows ideas through to action, reflects and always seeks to do better.
- Demonstrates diverse thinking and embraces change.
- Encourages peers to do the same.

#### Accountability

**Transparent in all our dealings, work to high ethical and professional standards and are accountable for delivering outcomes for our community.**

- Follows through on commitments and encourages others do the same.
- Takes personal responsibility for own timely and quality activities.
- Designs feedback into work processes.
- Provides exceptional service to stakeholders and customers.



## Behavioural Competency Framework

### Operational

#### Safe working practices

**Maintain a safe working environment.**

- Works safely and looks out for others.
- Drives responsibly and considers other road users.

#### Policies and procedures

**Comply at all times with policy and protocol requirements.**

- Actively demonstrates compliance with the City's corporate policies.
- Provides support to others.
- Offers feedback on improvements or better practice.

#### Legislative framework

**Works within legislative framework.**

- Takes responsibility for their own learning of the legislative environment in which they work.
- Seeks guidance and clarification of any uncertainties before acting.
- Works within any delegations and authorities.

#### Risk management

**Take a risk management approach.**

- Actively adopts a proactive risk management approach.
- Fosters an environment where managing risk is accepted as the personal responsibility of each employee and encourages others to do the same.

### Judgement

**Identifies and acts on issues and develops quality solutions, setting high standards of decision making.**

- Always role models our values.
- Demonstrates rigor to make effective and quality decisions.
- Stands up and acts when issues arise with a sound and level-headed approach.
- Keeps informed of activities and evolutions in the broader business.

## Pre-employment checks

1. National Police check
2. Pre-employment Medical Assessment – High Risk

### Notes

- Regular checks of the validity and status of essential licences and registrations are undertaken during the term of employment.
- The employee is responsible for notifying any new criminal convictions during the course of their employment.
- The Registration to Work with Vulnerable People Act 2013 requires persons undertaking work in a regulated activity to be registered. A regulated activity is a child related service or activity defined in the Registration to Work with Vulnerable People Regulations 2014.



# prin- -cip les



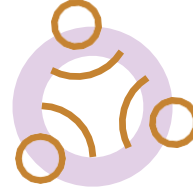
## Proud of our capital city role

We rise to the call of being the island state capital. We are city shapers, amplifying our industry, commerce and small business communities by attracting investment and services to support them.



## Focused on thriving

We are future proofed, not only doing our work well, but pursuing the work that makes a difference for our community.



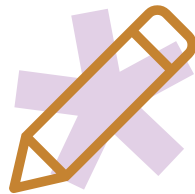
## Community-centered

It is easy for all of our community to work with us and they are central in how we design and do our work.



## Grounded in active governance + civic involvement.

We fulfil our legislative and civic responsibilities with transparency, accountability and fairness and we are equipped to do that well.



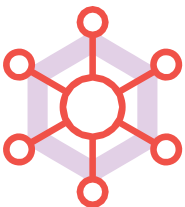
## Creative + impactful

We deliver value for money and work creatively to ensure positive outcomes for all our stakeholders.



## Leading from the heart

We acknowledge everyone is a leader. We are all accountable for building a positive, safe and caring culture for our organisation and the people in it.



## Integrated + Collaborative

Making whole-of-organisation decisions is easy and we work as one team to successfully deliver for the community.



## Scalable + Adaptable

We care for both our natural and built assets. We respond to our growing city and ongoing changes in our community and their expectations.



City of **HOBART**