

POSITION DESCRIPTION

TECHNICAL SUPPORT OFFICER

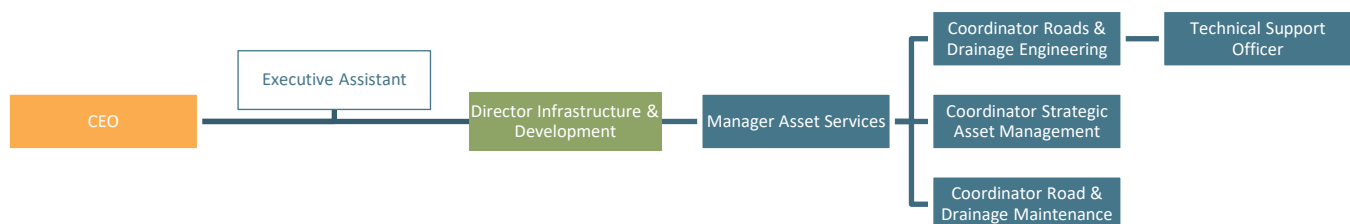
Position Number:	1067
Directorate:	Infrastructure & Development
Department:	Asset Services
Location:	Golden Plains Civic Centre, 2 Pope Street Bannockburn
Employment status:	Permanent fulltime
Classification:	Band 5 plus superannuation
Date:	August 2022

POSITION OBJECTIVES

- Provide accurate and timely advice to queries from the general public, residents and ratepayers.
- Support the Manager Asset Services in the effective operation of the Asset Services Unit including project and asset management and infrastructure design, construction and maintenance operations.
- Provide support to Asset Services Unit staff.
- Facilitate the effective and efficient construction and maintenance of works within the municipality.

ORGANISATIONAL RELATIONSHIPS

The organisational structure for this role is as follows:



Reports to:	Coordinator Roads & Drainage Engineering
Directly Supervises:	Nil
Internal Liaisons:	Senior Management, Other council staff
External Liaisons:	Contractors, consultants, government agencies, customers, internal and external committees, community groups and members of the public.

KEY RESPONSIBILITIES AND DUTIES

Duties of the Position

Technical Support

- Assist the Manager Asset Services in the preparation of tender specifications and submissions.
- Liaise with external agencies in order to further Council's quality of service, business interests, best practice management techniques and service technologies.
- Processing of applications for heavy vehicle permits, legal points of discharge for storm water and permits issued under the Road Management Act (Works within road reserves).
- Prepare project reports for consideration by Asset Services Unit staff.
- Assist in management and delivery of installation of traffic signs and other signage across the municipality.

Team Support

- Assist with the maintenance of systems and development and review of procedures used within the Asset Services Unit.
- Participate in the development of the Asset Services Unit's objectives, as well as the corporate goals of Council.

Customer Service

- Liaise with the public, receive enquiries and take action to resolve these.
- Ensure that enquiries, for which answers are not readily available, are processed through the Customer Request Management System (CRMS).
- Monitor the Customer Request Management System (CRMS) for enquiries relating to the Asset Services Unit and ensure timely responses.
- Investigate and resolve customer requests or complaints, taking into consideration strategic priorities, on site discussions with customers when appropriate and budget, and respond to customers.
- Other duties within the scope of the employee's skills, competence and training as directed.

General Responsibilities

- Provide input into policy development and performance targets of the Unit.
- Act in accordance with Council's Customer Service Charter.
- Contribute to the Unit through efficient, effective and customer focused skills.
- Contribute to the development of the Unit's objectives, as well as the corporate goals of Council.
- Maintain confidentiality in respect of all dealing of a sensitive or confidential nature.
- Provide support to other Council staff as required.
- Other duties within the scope of the employee's skills, competence and training as directed.

Corporate Responsibilities

- Promote excellence in customer service and in conjunction with the Unit Manager and Coordinator, identify, review and implement strategies to improve service quality and efficiency.
- Through leadership and example promote Golden Plains Shire Council's Values of Respect, Pride, Integrity, Excellence and Collaboration.
- Maintain excellent team relationships among colleagues and community groups, on a formal and informal basis, across all Council functions.
- Ensure the security of Council's property and assets and maintain a commitment to the care of all Council's property and assets.
- Participate as directed in training and education to maintain an up to day knowledge of emergency management responses.
- Provide administration, logistic and specialist support and advice during CEO identified emergency events.
- Comply with Council policies and procedures.

ACCOUNTABILITY AND EXTENT OF AUTHORITY

The officer is responsible for providing advice to customers and supporting more senior employees. Freedom to act is subject to close supervision and clear guidelines. The effect of decisions may be significant but are always subject to review by the Coordinator or Manager Asset Services.

In supporting other members of the Road & Drainage Engineering team, freedom to act is not limited simply by standards or procedures. The quality of decisions and actions will have an impact on the Works employees being supported.

JUDGEMENT AND DECISION MAKING

The objectives of the work are well defined with the officer selecting the particular method, technology, process or equipment from a range of available alternatives.

The work involves solving problems, using procedures and guidelines and the application of professional or technical knowledge or knowledge acquired through experience. Problems are occasionally of a complex nature with solutions not related to previously encountered situations and some creativity and originality is required.

Guidance and advice would usually be available within the time required to make a choice.

SPECIALIST SKILLS AND KNOWLEDGE

When interpreting legislation or undertaking projects, the officer will have an understanding of the underlying principles involved, as distinct from practice. The position also requires knowledge of:

- Fundamental engineering, construction and maintenance principles and practices.
- Manual and computerised document management systems.
- Engineering support activities.
- Engineering related computer systems and software including Geographic Information System (GIS).
- The MS Office software 365 suite, in particular Word, Excel, Access and Corporate systems.

The officer will also have:

- An understanding of the long term goals of the Asset Services Unit, and an appreciation of the goals of Golden Plains Shire Council.
- An awareness of the function of the position within its organisational context, including relevant policies, regulations and precedents.

MANAGEMENT SKILLS

The Officer will have strong time management skills with particular emphasis on setting priorities and planning, organising and delivering own work autonomously, act as a resource to other specialists. The Officer will achieve specific objectives with the resources available and within a set timetable and in a team environment.

The Officer will have the ability to provide support to other Asset Services Officers.

INTERPERSONAL SKILLS

The position requires the ability to communicate with individuals and groups so as to be able to gain co-operation and assistance from clients, members of the public and other employees.

The officer will be able to prepare clear and concise reports and to prepare external correspondence.

RESPONSIBILITIES FOR ALL GOLDEN PLAINS EMPLOYEES

Occupational Health and Safety

Council is committed to providing a safe and healthy work environment to all employees. Employees are expected to perform their duties in accordance with the Occupational Health and Safety Act 2004 and all Regulations, Codes of Practice and Council policies and procedures. In addition, employees are expected to:

- Conduct themselves in a manner that will not endanger themselves or others.
- Participate in Occupational Health and Safety training.
- Assist with audits of work procedures, equipment and workplaces.
- Identify areas of improvement by contributing to the Safety System within the Department.
- Contribute ideas and suggestions that promote safety awareness.
- Be aware of emergency procedures and codes.
- Report unsafe work practices, incidents, hazards and near misses.
- Report unacceptable workplace behaviours such as harassment and bullying.
- Promote and champion a culture of safety within the workplace.

Risk Management

Employees are required to follow all policies and procedures in relation to risk management (asset protection, security, public liability and professional indemnity). Employees are expected to:

- Participate in risk assessments when requested.

- Demonstrate an understanding of, and a commitment to, Council's Risk Management Standard Operating Procedure.
- Report all hazards and incidents of which they become aware.

Records Management

Employees are required to follow all policies and procedures in relation to records management. Employees are expected to:

- Understand their records management obligations and responsibilities.
- Comply with Council records management processes.
- Keep accurate and complete records of business activities and decision making.
- Create records proactively including those resulting from telephone conversations, verbal decisions, and meetings.

Community Engagement

Golden Plains Shire Council is committed to enhancing the opportunities it provides to the community to be involved in Council's decision-making processes. Employees are required to demonstrate a commitment to community engagement. This includes:

- Adhering to Council's community engagement strategy, policy, and framework.
- Providing genuine opportunities for the community to be involved in relevant Council decisions and projects.
- Involving community members and stakeholders affected by the subject of the engagement and providing adequate support for them to be involved.
- Clearly defining the purpose and scope of the engagement and using best-practice principles to design and implement the most effective approach.
- Providing community members with relevant and timely information to inform their participation.

Equal Opportunity

Golden Plains Shire Council offers a work environment free of discrimination, sexual or other harassment, victimisation, vilification and bullying. Employees are expected to contribute to the maintenance of such a work environment.

Child Safe Standards

Golden Plains Shire Council is committed to creating a child safe and child friendly environment where children and young people are respected, valued and encouraged to reach their full potential.

Golden Plains Shire Council's policies and procedures support the implementation of requirements under the *Child Wellbeing and Safety Act 2005*.

All staff must actively contribute to a child safe and child friendly environment and are committed to continuously update their knowledge to ensure they fulfil their obligations in relation to Child Safe Standards. Council will provide access to continuous learning opportunities and develop relevant services and programs to adopt Child Safe practices.

Privacy and Confidentiality

Employees must respect and protect the privacy and confidentiality of information gained or accessed during the course of their employment. Employees are required to comply with the Privacy and Data Protection Act 2014, the Health Records Act and Council's Information Privacy and Health Records policies. Both during and after employment with Council, employees must not:

- Communicate confidential or private information to third parties.
- Make use of any information gained through employment at the Shire for any purpose other than the discharge of official duties.

OTHER REQUIREMENTS

- Tasks within this role may be required to be undertaken in the evenings or on weekends. Any such attendance will form part of the core working hours per week. Where weekly hours are expected to exceed the core hours, with the prior approval of the Team Leader / Manager, additional hours may be worked and accumulated as time in lieu. Time in lieu will be hour for hour and shall be recorded and taken within one month in accordance with Council's Enterprise Agreement.
- Employment is subject to a satisfactory six month probationary period.
- Employees must comply with Golden Plains Shire Council's Employee Code of Conduct.
- Completion of a pre-employment Disclosure of Pre-existing Condition form.
- A current Australian driver licence.
- A satisfactory National Police Check.

QUALIFICATIONS AND EXPERIENCE

The skills and knowledge needed in this position are beyond those normally acquired through completion of secondary education alone. They might be acquired through completion of a degree or diploma course with little or no relevant work experience, or through lesser formal qualifications with relevant work skills. The role requires:

- Experience in a road and drainage engineering environment.
- Knowledge of Australian Standards, Codes of Practice and design practices.
- Ability to read and interpret engineering, building and construction plans.

KEY SELECTION CRITERIA

1. Experience in handling customer service enquiries.
2. Experience in organising and supporting professional staff.
3. Well-developed written and verbal communication skills.
4. Well-developed analytical and problem solving skills.
5. The ability to contribute and work effectively in a team environment.
6. Proficiency in MS Office, GIS and engineering related computer systems.

APPROVAL

Prepared By:	Manager Asset Services
Approved By:	Director Infrastructure & Development
Reviewed By (P&C):	Business Partner Talent Management
Date:	August 2022
Employee Acceptance: (name and signature)	
Date:	

Golden Plains Shire Council Recruitment Privacy Collection Notice:

Personal and Health Information collected by Council in this instance is used for recruitment purposes only.

Council may disclose information provided by the successful applicant to other relevant internal departments in order to process your application and to provide Human Resources services to you. The information that is provided will not be disclosed to any external party without your written consent, unless Council is required to do so by law.

Information relating to unsuccessful applicants will be destroyed by Council post six months of receipt.

You have the right to access your personal information. If you have any queries, or need to amend your information, please contact Golden Plains Shire's Privacy Officer on (03) 5220 7111 or enquiries@gplains.vic.gov.au.

Council will comply with its Privacy Policy, Information Privacy Principles in Schedule 1 of the Privacy and Data Protection Act 2014 and the Health Records Act 2001 in relation to the use, storage and disclosure of information. If you have any queries regarding this Privacy Statement, please contact the Privacy Officer in writing to enquiries@gplains.vic.gov.au or PO Box 111, Bannockburn 3331.