# POSITION: Building and Planning Compliance Administration Officer

CLASSIFICATION: Band 4

EMPLOYMENT STATUS: Fulltime Temporary

**THE ORGANISATION**

South Gippsland is a place like no other. We have a diverse community and economy set in a magnificent natural environment.  We serve our people with genuine well-meaning and strive always to deliver the best outcomes we can.

We are passionate about building and sustaining a great workplace, principled leadership, and providing great opportunities.  Our values are present in what we do and how we do it.  With a renewed focus on innovation and collaboration, valuing difference and a belief that teams can achieve amazing things, there is a lot to look forward to.

We want to genuinely make a difference to the lives of all those who touch our community, and be part of creating ‘a great place for us’.

**Click** [**HERE**](http://www.southgippsland.vic.gov.au/downloads/file/443/organisational_structure_-_as_at_1_july_2015pdf) **to view Councils entire organisation chart**

**THE POSITION**

The primary objective of the Building and Planning Compliance Administration Officer is to provide efficient and effective administrative support to the Building and Planning Compliance Team. The role will also respond to a large number of enquiries in regards to Planning and Building compliance.

The Regulatory Services enforces all local laws and regulations. The Regulatory Services team plays a key role in improving the safety and upholding and enforcing laws to ensure of South Gippsland Shire remains a great place to work, visit and live.

The key responsibilities of this role include –

* Provide high quality, professional service and administrative support to the Building and Planning Compliance Team;
* Communicate with all clients in an effective manner, assisting clients to with Building and Planning Compliance;
* Assist with correspondence, data entry and upgrading of Councils building permit data base for associated permits issued under the Building Act within the municipality;
* Draft enforcement notices in accordance with the Building Act 1993 and the Planning and Environmental Act 1987 to the satisfaction of the Compliance Coordinator/Municipal Building Surveyor;
* Property information requests under the Building Regulations, including providing details of any building permits issued in the last 10 years;
* Lodgement of private building surveyor building permits, occupancy permits and certificates of final inspections;
* Keeping and updating of all registers under the Building Act;
* Respond to building and planning compliance enquiries and correspondence as required by Municipal Building Surveyor;
* Provide courteous and prompt attention to community and staff requests for information and service. Refer community and staff requests to appropriate officer where required;
* Any other routine duties as directed consistent with the general requirements of the position.

Please follow the links provided for further information on:

* South Gippsland Shire Council [www.southgippsland.vic.gov.au](http://www.southgippsland.vic.gov.au)
* South Gippsland region [www.visitpromcountry.com.au](http://www.visitpromcountry.com.au)
* Gippsland region [www.visitvictoria.com/Regions/Gippsland](http://www.visitvictoria.com/Regions/Gippsland)

To seek further information on this position, or to discuss this employment opportunity further, please contact the Manager of Regulatory Services on 5662 9200.

**ROLE REQUIREMENTS AND RELATED COMPETENCIES**

**Judgement & Decision Making Judgement & Decision Making**

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| Accountability & Extent of Authority | |
| Band 4 (Generic) | Role Specific |
| * Specific guidelines but scope to exercise some discretion; * Freedom to plan work at least a week in advance; * May supervise resources including staff. | * Accountable for the provision of direct support and assistance to the Building and Planning Compliance team as directed; * Freedom to act is limited by standards, processes and procedures set; * Accountable to act in accordance with the Councils policies and procedures. Where you do not know, you are obligated to find out; * Accountable to complete the requirements of the role, work as a valued member of the team, and do your best for the community and the Council; * Demonstrate commitment to support and embrace a continuous improvement environment and culture within the organisation; * Accountable to demonstrate and encourage appropriate safety practices, report inappropriate behaviours and incidents, participate in training provided, improve work practices to reduce risk. |
| Judgement & Decision Making | |
| Band 4 (Generic) | Role Specific |
| * Work objectives well defined; * Guidance & advice always available within time to make a choice. | * Handle telephone calls and counter enquires for the Building and Planning Compliance team in absence of technical staff; * Ability to initiate improvements to Building and Planning Compliance team within prescribed procedures and processes; * Capacity to identify tasks required to be completed and to undertake such work within prescribed procedures or guidelines; * Guidance and advice is usually available. |
| Specialist Knowledge & Skills | |
| Band 4 (Generic) | Role Specific |
| * Understanding of technology, procedures & processes within operating unit; * Proficiency in standard procedures, practices, Acts/Regulations, understanding of precedents; * Understanding of organisational context incl regulations, unit goals & perhaps wider organisational goals. | * Ability to communicate with others with clarity, diplomacy and a customer focus; * Ability to perform tasks efficiently in order to provide effective service delivery; * Experience with Microsoft Word, Excel and Outlook, including spreadsheets and data bases; * Accurate keyboard and word processing and spreadsheet skills; * Ability to use electronic data management systems, customer service systems and GIS mapping systems; * Ongoing development of skills and knowledge through attending professional development programs and taking a proactive approach to continually improving skills and abilities; * General knowledge of the Building and the Planning and Environment Acts and their function within a Council compliance setting. |
| Management Skills | |
| Band 4 (Generic) | Role Specific |
| * Skills in managing time, planning, organising own work; * Basic knowledge of personnel practices; * Provide supervision & on job training. | * Ability to manage time and plan and organise own work; * Ability to work in a team environment. |

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| Interpersonal Skills | |
| Band 4 (Generic) | Role Specific |
| * Able to gain cooperation & assistance from clients, employees & public of well-defined activities; * Skills in preparation of routine correspondence & reports. | * Demonstrated written and verbal communication skills; * Excellent interpersonal skills and the ability to communicate tactfully and diplomatically with all levels of staff and the public; * Capacity to listen effectively to clients, identify their needs and provide them with the correct advice; * A genuine interest in helping clients in a friendly and efficient manner; * The ability to work as an effective member of a team to maximise the effectiveness and efficiency of the team. |
| Qualifications & Experience | |
| * Year 12 qualification and/or equivalent; * Knowledge of the Building Act 1993 and Planning & Environment Act 1987 for Victoria is preferable; * Experience in office administration and customer service or similar. | |
| Role Specific Selection Criteria | |
| * Year 12 secondary education/or equivalent; * Experience in office administration and customer service role similar; * Understanding of the Building Act 1993 and Planning & Environment Act 1987 and their regulatory functions to assist Council’s compliance functions; * Experience with Microsoft Word, Excel and Outlook, including spreadsheets and data bases; * Good written and verbal communication skills; * Demonstrated commitment to teamwork. | |