

CITY OF WANNEROO POSITION DESCRIPTION – TEAM MEMBER

POSITION TITLE: Building Technical Support Officer	DIRECTORATE: Planning & Sustainability	DATE: October 2024
REPORTS TO: Senior Building Surveyor	SERVICE UNIT: Approval Services	LEVEL: 5
POSITION NUMBER:	SUB UNIT: Building Services	ROLE FOCUS: Service
ROLE BALANCE: (People/Scheduling/Technical) 10/10/80	JOB FAMILY:	ANZSCO CODE:

ORGANISATIONAL CONTEXT

The City of Wanneroo (the City) is an expanding and thriving Local Government on the northern fringe of the Perth Metropolitan area, located approximately 12km from the CBD at its nearest point and 62km at its furthest point. Our community, council and City administration are working actively towards our vision of building a future together by collaborating with all stakeholders.

DIRECTORATE CONTEXT

The **Planning & Sustainability Directorate** is responsible for managing all of the land use planning, development and integrated compliance functions of the City; supporting projects from inception, assessment, approval, and delivery of new developments and communities. The Directorate provides effective and proactive planning and compliance services to ensure great places and quality lifestyles.

POSITION CONTEXT

Under regular supervision of the Senior Building Surveyor, this position is accountable for the provision of quality outcomes in accordance with customer needs as outlined in the Service Plan and Performance & Development Review Conversation, by applying skills, knowledge, experience and judgement, guided by established policies, procedures, methods and guidelines to undertake activities where the actions and steps are non-discretionary to meet current and anticipated changing organisational needs.

The role supports Building Surveyors by undertaking review and screening of Building application documents for completeness. Corresponds with applicants and customers to address gaps in documentation. Undertakes a planning check of building permit documents against the planning framework for residential development and identifies variations and non-compliance with deemed to comply provisions of those standards. Requests information or modification of plans and information to address/resolve gaps and/or variations. Reviews building application documents for completeness and accuracy. Prepares and fills out assessment sheets for review and finalisation by a relevant building surveyor. Works collaboratively with applicants to address documentation problems and variations to standards. Provides feedback to Building Surveyors and Town Planners regarding systems and process.

The role communicates with a range of customers and stakeholders including consultants and contractors; government departments and agencies; the business community; vendors and suppliers; members of the public; and City Leaders and employees.

A challenging aspect of the role is undertaking accurate and consistent work within an environment that includes regular interruptions, changing and competing priorities and tight timeframes. Post-holders must be resilient and be able to communicate with a wide variety of people in a professional manner, displaying patience, tact and diplomacy when needed.

The City values an agile workforce where people are engaged to deliver excellent customer outcomes and have the aptitude to adapt to changes in the internal and external environment. As such, all roles may be required to work in any Service Unit across the City and perform activities outside of those described in this position description, aligned to the incumbent's skills, qualifications and training. A positive, proactive approach to change is required.

FUNCTIONAL ACCOUNTABILITY

Supports the City's Building service, ensuring that service delivery is timely, effective, efficient and meets both customer needs and corporate standards.

Encompasses an individual person delivering outputs to meet their own individual performance outcomes aligned to business objectives and set out in their annual performance review.

KEY ACCOUNTABILITIES

KEY RESULTS AREAS OUTCOMES

Collaboration &
Teamwork

- Contributes to a cohesive team environment by sharing information, supporting and assisting colleagues in a proactive manner to meet goals and deadlines.
- Thinks critically and actively collaborates with colleagues and Leaders.
- Contributes to the development of business improvement initiatives.

Customers &
Stakeholders

- Acts as a point of contact for customers and stakeholders and responds to enquiries ensuring that these are addressed, resolved and/or re-directed for resolution.
- Liaises with customers and stakeholders to deliver service excellence, ensuring that information is accurate, consistent, clearly communicated and issues are resolved in a timely manner.

Efficient & Effective
Delivery

- Provides Building and Residential planning support services, including the initial screening and assessment of applications, in accordance with policies, processes and procedures
- Administers application processes, including monitoring, reporting and quality Delivery control, ensuring a high level of accuracy and the completion of work within prescribed time limits
- Provides accurate and timely administrative support services, including but not limited to routine correspondence, and creating, compiling reviewing and distributing documents as well as the collation of data, to assist the smooth operation of the Service Unit.
- Processes and practices are continually reviewed, ensuring delivery of quality outcomes and results for customers.
- Proposes innovation and business improvement initiatives within area of accountability activity.

Systems & Processes

- Creates, configures, maintains relevant registers, databases and systems, ensuring that information is accurate, stored correctly and accessible as required and meets legislative requirements.
- Follows the City's administrative systems and processes, ensuring that information is accurate, stored correctly and accessible as required.
- Contributes to the development of processes and procedures that support the work of the Service Unit.

Resources,
Governance,
Compliance & Risk

- Ensures knowledge of and complies with safety, legislative, regulatory, financial and administrative frameworks.
- Represents the City in an honest, ethical and professional way, ensuring adherence to the City's Code of Conduct.
- Demonstrates high and proactive concern for health, safety, environment, community and the City's reputation.

CAPABILITIES REQUIRED

Qualifications, Requirements and Experience:

- Qualification in or working towards a qualification in a relevant to the building and construction discipline is desirable
- Relevant experience in a similar role is desirable.
- Experience in the efficient utilisation of information systems and technology.
- C class Drivers Licence.
- Intermediate administrative and financial Experience.

Skills and Knowledge:

- Intermediate computing, numeracy and literacy skills.
- Intermediate organisational skills with the ability to prioritise competing tasks.
- Advanced customer service skills.
- Intermediate communication and problem-solving skills.
- Intermediate research and analysis skills.
- Knowledge of the practical application of occupational health and safety measures in the workplace, including operations where interaction with members of the public may be reasonably expected to occur.

Key Stakeholder Relationships:

- Support the Coordinator Building Services Senior Building Surveyor and building surveyor to carry out their roles.
- Communicate, engage and provide support / advice to relevant stakeholders and customers.

Role Authorities:

- Local Government Act Regulations and Act delegations, specific to the role.
- Required to exercise responsibility and use of initiative and judgment in problem solving and support at a Team Member level.

VERIFICATION

The content of this Position Description is an accurate statement. Position Descriptions will generally be reviewed and updated where necessary and / or within a period of 12 months.

Leader:

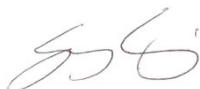
James Curran



Date: 15 October 2024

Next Up Leader:

Gregory Bowering



Date: 15 October 2024