


<div>Role Title</div> <div>Group</div> 	Administration Officer – Building and Plumbing		
	Role Description		
	Regulatory Services		
	Incumbent	Vacant	
		SIGNATURE:	
		DATE:	
		Head of Regulatory Services	
	Rudi Brennan		
		SIGNATURE:	
		DATE:	
		Chief Executive Officer	
	Ian Nelson		
	SIGNATURE:		
	DATE:		

	Position Number: 1163	Development Date:
		April 2024

Regulatory Services Group Objectives

The Regulatory Services group comprises of the Building and Plumbing, Environmental Health and City Ranger teams. The group provides a wide range of functions to the community including the issue of permits, licences and approvals to carry out works, and infringements for non-compliance with various legislation.

The group objectives align with our council's vision and purpose, to respond to community needs and to provide for the health, safety and welfare of the community, in a vibrant, prosperous and sustainable city.

Essential Duties and Responsibilities

Ensure the development and implementation of the objectives of the group by:

- Providing administrative services for Building and Plumbing staff, primarily in regard to:
 - ❑ Administration support.
 - ❑ Coordination of flow of files (from approval through to inspections), ensuring internal referral requirements are met.
 - ❑ Undertaking data entry in relation to inspections and file maintenance.
 - ❑ Preparing and word processing of general correspondence.
 - ❑ Acting as initial contact for building and plumbing enquiries.
 - ❑ Running progress reports in relation to applications.
 - ❑ Assisting in undertaking review of procedures, forms and Pathway usage.
 - ❑ Assisting with building project work as directed by the Manager Building/Plumbing.
- Preparing refunds for overpayments.
- Preparing permits, certificates and stamped plans, as directed.
- Collating and preparing cheque requisitions for Government levies.
- Taking phone calls and counter enquiries and providing general information to internal and external customers.

The essential duties and responsibilities of the role are outlined above, however a worker may be directed to carry out such duties and tasks as are within the limits of the worker's skill, competence and training.

Compliance Obligations

All Workers must:

- Comply with all reasonable and lawful directions.
- Take reasonable care that your acts or omissions do not adversely affect the health and safety of yourself or others in the workplace.
- Comply with policies and procedures as amended from time to time (policies and procedures are not incorporated into the contract of employment), including but not limited to Council's:
 - Customer Service Framework and Charter.
 - Procurement Policy and Code for Tenders and Contracts.
 - Fraud Policy.
 - Workplace Behaviour and Code of Conduct Policies.
 - Work Health and Safety Policy and Procedures.
- Perform all duties to the best of their ability at all times.

Child and Youth Safety

Council is committed to the safety and wellbeing of children and youth while enabling their participation as valued members of our community.

We have zero tolerance to child or youth abuse and harm. You are obligated to prioritise the safety of children and youth you interact with in the performance of your role and to report conduct of concern. For further information, please refer to our Safeguarding Children and Youth Policy and Code of Conduct available on our website, and the *Recognition to Work with Vulnerable People Act (Tas.) 2013*.

Organisational Relationship

The Administration Officer – Building and Plumbing is a member of the Building and Plumbing Services team and is responsible to the Manager Building and Plumbing.

Salary

This position is covered by the Clarence City Council Enterprise Agreement #11/2021, or any subsequent agreement.

The position has been sized at Pay Point 12.

Selection Criteria

Essential

- Demonstrable understanding of office procedures and practices, including the ability to acquire and apply knowledge relevant to the role.
- Excellent customer service skills and the ability to apply the principles of the organisation's customer services framework to all activities.
- Excellent oral and interpersonal communication skills, and the capability to apply those skills across a broad range internal and external customer interaction.
- Initiative and problem solving skills and demonstrated experience applying these skills across a broad range of circumstances in an administrative role.
- Effective time management and organisational skills.
- An ability to work effectively in a team environment and contribute toward team outcomes.

Desirable

- An understanding and appreciation of Council's role in providing services to its customers.

Screening Checks

Appointment will be conditional upon a satisfactory:

- National Police Check YES ☐ / NO ☒
- Working with Vulnerable People Check YES ☐ / NO ☒
- Medical Check YES ☒ / NO ☐
 - ☐ Sitting posture for prolonged periods, both at workstation and in a vehicle
 - ☐ Lifting and carrying office equipment (about 15kgs).
 - ☐ Operating computers (about 7 hours per day).