

Position:	Building Services Support Officer
Agreement:	Surf Coast Shire Council Enterprise Agreement 2022 – 2025
Award Classification:	Band 4
Division:	Community Life
Department:	Community Safety
Team:	Building Services
Date Reviewed:	30 December 2024
Approved By:	Manager
Current Incumbent:	VACANT

Surf Coast Shire Council Acknowledges the Wadawurrung People, and the Gulidjan and Gadubanud Peoples of the Eastern Maar nation as the Traditional Owners of the land we now call Surf Coast Shire. We pay our respects to their Elders past and present, and all other Aboriginal and Torres Strait Islander People who are part of our Surf Coast Shire community.

Our purpose, direction and approach were developed collaboratively by our people for our people.

As an employee of the Surf Coast Shire Council, you are committing to work towards our purpose within our team by following our direction and living our approach.

Purpose, Direction and Approach

Council is committed to helping our community and environment to thrive. In order to do this, we understand that we will be an innovative and flexible leader that values the strengths of others enabling our workplace to be a place where people can do their best and be proud of their achievements.

Our Approach guides us in the way that we work:

We Do What We Say

We set clear expectations
We are accountable for our actions
We get things done

We See Opportunity

We look for better ways
We are open minded
We learn from our experiences

We Work Together

We value strengths and differences
We seek to work with others
We help people to succeed

We Make a Difference

We proudly represent Surf Coast Shire Council
We act with the future in mind
We go the extra mile

OUR APPROACH

We do what we say We work together We see opportunity We make a difference

surfcoast.vic.gov.au

Position description

Introduction of the work of the team

The Building Services team has two primary types of functions within the Surf Coast Shire- legislative enforcement and community building related record keeping. The team looks after Pool and Spa safety, Reports and Consents, Place of Public Entertainment Permitting, Building investigations, Customer enquiry response, Emergency Response and issuing Building Notices and Orders.

POSITION OBJECTIVES

- To provide administration support to the building services team through data entry, file management, processing of records and communications, managing the flow of information/requests from customers, and maintaining registers, ensuring the recordkeeping system is up to date and accurate.
- To support the building services team in following up on workflows, communications, reporting and tasks in collaboration with the team members responsible for task completion.
- To liaise with inboxes, TRIM folders, Records, Customer Service and the Customer Request Team to manage the flow of information and requests into the team.
- Provide customer support with system/information access and usage, as appropriate.

ORGANISATIONAL RELATIONSHIPS

Reports to: Coordinator Building Services

Supervises: Nil

Internal Relationships: All employees and Councillors

External Relationships: General public, government departments and agencies, referral authorities, consultants, other professionals and local authorities, Victorian Building Authority.

KEY RESPONSIBILITIES

- Provide high quality customer service to Council staff, members of the public and relevant authorities.
- Complete administration tasks in accordance with the agreed service standard for the team to ensure applications for report and consent, property information requests and general building enquiries are processed efficiently.
- Process and provide property information requests for customers.
- Process applications, requesting copies of Building Plans and Permits, for internal and external customers and coordinating refunds where necessary.
- Assist with the maintenance of Council's Building Permit and Swimming pool/spa Registers, including issuing and following up on Pool Compliance letters as appropriate.
- Provide information and service to customers at counter, by phone or by correspondence in accordance with practical areas of knowledge and refer on more complicated requests.
- Data entry of Section 80's, building permits and finalisations.
- Maintaining and updating website information.
- Participate in a culture of continuous improvement in departmental processes, practices and service delivery standards by undertaking regular reviews and development of administration systems and procedures. Where requested contribute to the development and implementation of new systems and procedures.
- Training and supporting new team members in systems and processes. Liaising with Starters and Leavers team to set up email, records access etc.

ACCOUNTABILITY & EXTENT OF AUTHORITY

- Administration support to team members and customers in processing requests, entering data, producing replies/requested information/letters, setting up files and championing website maintenance and recordkeeping.
- Liaise with internal stakeholders such as Communications, Customer Service, IT, Finance etc to help process requests, support needs and fulfill department actions.
- Support team reporting efforts.
- Responsible for the Building Inbox and Building Officer TRIM Task Folders, respond to requests/tasks in accordance with level of knowledge and assign other tasks to appropriate team members.
- Positively contribute to and participate in team culture, team meetings, and general team-based activities.

JUDGEMENT AND DECISION MAKING

- The ability to discern the level of urgency and type of an enquiry/task to prioritise own work and direct work to appropriate team members.
- Follow department protocols and discretion in the provision of information to building surveyors, legal practitioners, authorities and members of the public, which may have legal ramifications. Assistance and guidance is always available.
- Guidance and advice is always available.

OUR APPROACH

We do what we say We work together We see opportunity We make a difference

surfcoast.vic.gov.au

SPECIALIST SKILLS AND KNOWLEDGE

- Well-developed computer skills including proficiency with the Microsoft Office suite of programs and experience with geographic information system. The role will assist with administering/supporting customers with- specialist computer software programs used by the Building Services Team.
- Use of initiative to enable basic problem solving.
- Well-developed written and oral communication skills suitable to engage with internal and external stakeholders, team members, reporting authorities and community members.
- Administration and Recordkeeping.

MANAGEMENT SKILLS

- Skills in managing time, planning organising own work.
- Administration and recordkeeping management skills.

INTERPERSONAL SKILLS

- Skills in preparation of routine correspondence and reports.
- Self-starting team player.
- Ability to gain co-operation and assistance from the public and other employees in performing well defined activities.
- Organised and responsible.

KEY SELECTION CRITERIA

Qualifications and Experience

- Demonstrated experience in customer service, administration, data entry and electronic recordkeeping.
- Experience with Council's obligations in regard to Property and Pool information processes highly desirable.
- Experience in Building Control/Building Services recordkeeping and administration desirable.
- Experience with Salesforce and Greenlight highly desirable.

Other requirements

- The Right to live and work in Australia.
- A current Working with Children Check (WWCC). All positions within Council are required to have a current WWCC. All prospective employees cannot commence work with Council until they have a valid WWCC.
- Police Check results that are suitable for this position. All prospective employees will be required to undertake a national and/or international criminal history check before commencing employment with Council. This check will be conducted and paid for by Council.

ORGANISATIONAL RESPONSIBILITIES

Child Safe Standards	Surf Coast Shire Council is committed to being a Child Safe Organisation where children and young people are protected, respected, and encouraged to reach their full potential. The Victorian Child Safe Standards are embedded across the organisation, our policies and procedures support the implementation of requirements under the Child Wellbeing and Safety Act 2005.
Equal Opportunity	Surf Coast Shire Council is an equal opportunity employer. We ensure fair, equitable and non-discriminatory consideration is given to all applicants, regardless of age, gender, disability, marital status, pregnancy, sexual orientation, race, religious beliefs or other irrelevant factor. We recognise our proactive duty to ensure compliance with equal opportunity and other workplace-related legislation, and to eliminate all forms of discrimination.
Fraud and Corruption	To ensure Council's Fraud & Corruption policy and program are consistently observed and complied with, it is essential to apply sound fraud and corruption management practices within the workplace and community. Maintaining awareness through relevant training is crucial for all staff to meet their obligations and responsibilities related to fraud and corruption. Participation in the organisation's Fraud & Corruption training is a requirement to uphold these standards.
Record Keeping	Staff are required by legislation and internal policies to create full and accurate records that document official business activities of council.
Right to disconnect	In accordance with the new Australian right to disconnect legislation, this role acknowledges the importance of work-life balance and the employee's right to disconnect from work outside of regular working hours. However, and in addition to any obligations listed above, there may be occasional requirements to be available to take calls after hours or on weekends to address urgent matters or critical issues that arise.
Risk Management and Workplace Health & Safety	Ensure that work practices are conducted in line with Council's Workplace Health and Safety and Risk management policies, practices and relevant legislation. Observe safe work processes in accordance with training and instruction reporting any risks, hazards and incidents in a timely manner using the correct channels of communication.

To apply for this role please use the links on the 'Employment Opportunities' page of our website. To be considered for this opportunity candidates must address the Key Selection Criteria and follow the instructions listed in the Employment Application Guide.