



## Position Description

POSITION TITLE:	<b>Building Services Officer</b>
DEPARTMENT:	Planning and Environmental Services
REPORTS TO:	Building Services Coordinator
LOCATION:	Administration Centre
SALARY SYSTEM GRADE:	Grade 4-7
REMUNERATION PACKAGE:	Superannuation Access to a range of salary packaging benefits
HOURS OF WORK:	35 hours per week (9 day fortnight)

### Our Mission

To meet the challenges of our unique and diverse region

### Purpose of Position

The Building Services Officer plays a critical role in delivering building services to support economic growth and development in the Kyogle Local Government Area.

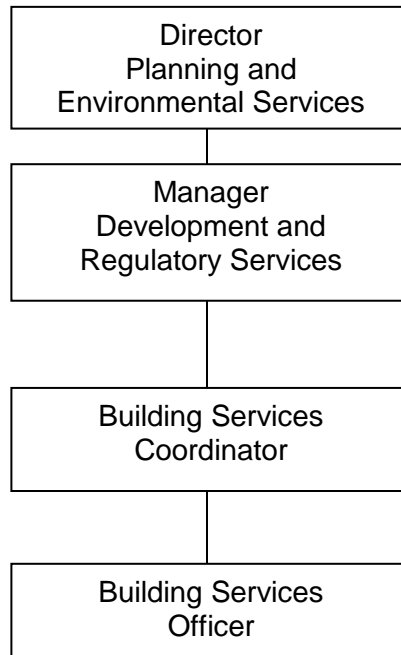
### Award Provisions

Award:	Local Government (State) Award 2017
Award Grade:	Band 2 Level 1 – Band 2 Level 2

## Organisational Relationships

WITHIN DEPARTMENT:	Director Planning and Environmental Services Manager Development and Regulatory Services Building Services Coordinator Technical and professional staff
WITHIN COUNCIL	Operational Staff Salary staff Contractors
EXTERNAL TO COUNCIL <i>(e.g. community, business &amp; other government)</i>	Government Departments Builders / Contractors Residents Solicitors Consultants

## Organisational Chart



## Schedule of Duties

- Assessing development applications in accordance with relevant legislation and building codes
- Monitoring the construction of new buildings to ensure compliance with approved plans and conditions of development consent
- Carrying out inspections including building, plumbing and drainage, on-site sewage management system, trade waste, fire safety and swimming pool safety inspections and issuing notices under relevant legislation
- Investigating unauthorised building work
- Providing technical advice and preparing correspondence to internal and external stakeholders on development and building compliance matters
- Assisting in the preparation of reports on development, building compliance and other matters where required
- Supporting and maintaining a team culture that values performance, continuous improvement and adherence to public sector values in the delivery of high quality services
- Applying the principles and practices of Equal Employment Opportunity and Work Health and Safety to the work place and practices
- Other relevant duties as required.

## Role Capabilities





**This position is a 'career-graded' position. This means professionals at various stages of their career may be assessed as suitable for appointment to the position,** depending on their qualifications and experience.

The Local Government Capability Framework describes the core knowledge, skills and abilities expressed as behaviours, which set out clear expectations about performance in local government: "how we do things around here". It builds on organisational values and creates a common sense of purpose for elected members and all levels of the workforce. The Local Government Capability Framework is available at <https://www.lgnsw.org.au/capability>

Table 1 outlines the full list of capabilities and levels of competency required for appointment at each Grade under this position. The capabilities in bold are the focus capabilities for this position. Refer to the next section for further information about the focus capabilities.

Table 1 also outlines the qualifications and experience required for appointment at each Grade under this position. While no qualification is required for Grade 4, a trade certificate in a building related field such as building and construction or plumbing and drainage, or experience in a building and construction administrative role would be considered an advantage.

Please note, it is a requirement of this position for the successful candidate to maintain the required level of accreditation for each Grade and to undertake further professional training courses with a view to becoming a Category A3 Building Inspector under the Professional Building Board Accreditation Scheme.

<b>Table 1: Role requirements</b>						
<b>Technical Requirements</b>		<b>Grade 4</b>	<b>Grade 5</b>	<b>Grade 6</b>	<b>Grade 7</b>	
Qualification		-	E1	A4	A3	
Driver's Licence		Class C	Class C	Class C	Class C	
<b>Role Capabilities</b>						
		<b>Manage Self</b>	<b>Intermediate</b>	<b>Adept</b>	<b>Adept</b>	<b>Advanced</b>
 <b>Personal attributes</b>	Display Resilience and Courage	Foundational	Intermediate	Intermediate	Adept	
	Act with Integrity	Intermediate	Intermediate	Intermediate	Adept	
	Demonstrate Accountability	Intermediate	Intermediate	Intermediate	Adept	
 <b>Relationships</b>	<b>Communicate and Engage</b>	<b>Intermediate</b>	<b>Intermediate</b>	<b>Intermediate</b>	<b>Adept</b>	
	<b>Community and Customer Focus</b>	<b>Foundational</b>	<b>Intermediate</b>	<b>Intermediate</b>	<b>Adept</b>	
	Work Collaboratively	Foundational	Intermediate	Intermediate	Adept	
 <b>Results</b>	<b>Plan and Prioritise</b>	<b>Foundational</b>	<b>Intermediate</b>	<b>Intermediate</b>	<b>Adept</b>	
	Think and Solve Problems	Intermediate	Intermediate	Intermediate	Adept	
	Create and Innovate	Foundational	Foundational	Foundational	Intermediate	
 <b>Resources</b>	Deliver Results	Foundational	Intermediate	Intermediate	Adept	
	Finance	Foundational	Foundational	Intermediate	Adept	
	Assets and Tools	Foundational	Foundational	Intermediate	Adept	
	Technology and Information	Foundational	Intermediate	Intermediate	Intermediate	
	Procurement and Contracts	Foundational	Intermediate	Intermediate	Adept	

## Focus Capabilities

The focus capabilities for the position are those judged most important at the time of recruiting to the position. The focus capabilities must be met at least at a satisfactory level for a candidate to be suitable for appointment. The focus capabilities for this position are outlined in Tables 2 – 4.

### Grade 4 – Building Services Officer

**Table 2: Focus Capabilities for Grade 4**

Group and Capability	Level	Behavioural Indicators
<b>Personal Attributes</b> Manages Self <i>Shows drive and motivation, an awareness of strengths and weaknesses and a commitment to learning.</i>	Intermediate	<ul style="list-style-type: none"> <li>• Understands what needs to be done and steps up to do it</li> <li>• Pursues own and team goals with drive and commitment</li> <li>• Shows awareness of own strengths and weaknesses</li> <li>• Asks for feedback from colleagues and stakeholders</li> <li>• Makes the most of opportunities to learn and apply new skills</li> </ul>
<b>Relationships</b> Communicate and Engage <i>Communicates clearly and respectfully, listens and encourages input from others.</i>	Intermediate	<ul style="list-style-type: none"> <li>• Focuses on key points and communicates in plain English</li> <li>• Clearly explains and presents ideas and technical information</li> <li>• Monitors own and others non-verbal cues and adapts where necessary</li> <li>• Listens to others when they are speaking and asks appropriate, respectful questions</li> <li>• Shows sensitivity in adapting communication content and style to diverse audiences</li> </ul>
<b>Relationships</b> Community and Customer Focus <i>Commit to delivering customer and community focused services in line with strategic objectives</i>	Foundational	<ul style="list-style-type: none"> <li>• Shows awareness that he/she is working for the community</li> <li>• Shows respect, courtesy and fairness when interacting with customers and members of the community</li> <li>• Listens and asks questions to understand customer/community needs</li> <li>• Informs customers of progress and checks their needs are met.</li> </ul>
<b>Results</b> Plan and Prioritise <i>Plan and organise work in line with organisational goals and adjusts to changing priorities</i>	Foundational	<ul style="list-style-type: none"> <li>• Understands team objectives and own contribution</li> <li>• Plans and organises own work tasks</li> <li>• Asks when unsure about the relative priority of allocated tasks</li> <li>• Manages time appropriately and re-prioritises as required</li> <li>• Identifies and informs supervisor of issues that may impact on completion of tasks.</li> </ul>

## Grade 5 and 6 – Building Services Officer

**Table 3: Focus Capabilities for Grades 5 and 6**

Group and Capability	Level	Behavioural Indicators
<b>Personal Attributes</b> Manages Self <i>Shows drive and motivation, an awareness of strengths and weaknesses and a commitment to learning.</i>	Adept	<ul style="list-style-type: none"> <li>• Initiates action on team/unit projects, issues and opportunities</li> <li>• Accepts and tackles demanding goals with drive and commitment</li> <li>• Seeks opportunities to apply and develop strengths and skills</li> <li>• Examines and reflects on own performance</li> <li>• Seeks and responds well to feedback and guidance.</li> </ul>
<b>Relationships</b> Communicate and Engage <i>Communicates clearly and respectfully, listens and encourages input from others.</i>	Intermediate	<ul style="list-style-type: none"> <li>• Focuses on key points and communicates in plain English</li> <li>• Clearly explains and presents ideas and technical information</li> <li>• Monitors own and others non-verbal cues and adapts where necessary</li> <li>• Listens to others when they are speaking and asks appropriate, respectful questions</li> <li>• Shows sensitivity in adapting communication content and style to diverse audiences</li> </ul>
<b>Relationships</b> Community and Customer Focus <i>Commit to delivering customer and community focused services in line with strategic objectives</i>	Intermediate	<ul style="list-style-type: none"> <li>• Identifies and responds quickly to customer needs</li> <li>• Demonstrates a thorough knowledge of services provided</li> <li>• Puts the customer and community at the heart of work activities</li> <li>• Takes responsibility for resolving customer issues and needs.</li> </ul>
<b>Results</b> Plan and Prioritise <i>Plan and organise work in line with organisational goals and adjusts to changing priorities</i>	Intermediate	<ul style="list-style-type: none"> <li>• Participates constructively in unit planning and goal setting</li> <li>• Helps plan and allocate work tasks in line with team/project objectives</li> <li>• Checks progress against schedules</li> <li>• Identifies and escalates issues impacting on ability to meet schedules</li> <li>• Provides feedback to inform future planning and work schedules</li> </ul>

## Grade 7 – Building Services Officer

**Table 4: Focus Capabilities for Grade 7**

Group and Capability	Level	Behavioural Indicators
<b>Personal Attributes</b> Manages Self <i>Shows drive and motivation, an awareness of strengths and weaknesses and a commitment to learning.</i>	Advanced	<ul style="list-style-type: none"> <li>• Demonstrates motivation to serve the community and organisation</li> <li>• Initiates team activity on organisation/unit projects, issues and opportunities</li> <li>• Seeks and accepts challenging assignments and other development opportunities</li> <li>• Seeks feedback broadly and asks others for help with own development areas</li> </ul>
<b>Relationships</b> Communicate and Engage <i>Communicates clearly and respectfully, listens and encourages input from others.</i>	Adept	<ul style="list-style-type: none"> <li>• Tailors content, pitch and style of communication to the needs and level of understanding of the audience</li> <li>• Clearly explains complex concepts and technical information</li> <li>• Adjusts style and approach flexibly for different audiences</li> <li>• Actively listens and encourages others to provide input</li> <li>• Writes fluently and persuasively in a range of styles and formats</li> </ul>
<b>Relationships</b> Community and Customer Focus <i>Commit to delivering customer and community focused services in line with strategic objectives</i>	Adept	<ul style="list-style-type: none"> <li>• Demonstrates a sound understanding of the interests and needs of customers and the community</li> <li>• Takes responsibility for delivering quality customer-focused services</li> <li>• Listens to customer and community needs and ensures responsiveness</li> <li>• Builds relationships with customers and identifies improvements to services</li> <li>• Finds opportunities to work with internal and external stakeholders to implement improvements to customer services.</li> </ul>
<b>Results</b> Plan and Prioritise <i>Plan and organise work in line with organisational goals and adjusts to changing priorities</i>	Adept	<ul style="list-style-type: none"> <li>• Consults on and delivers team/unit goals and plans with clear performance measures</li> <li>• Takes into account organisational objectives when setting and reviewing team priorities and projects</li> <li>• Scopes and manages projects effectively, including budgets, resources and timelines</li> <li>• Manages risks effectively, minimising the impacts of variances from project plans</li> <li>• Monitors progress, makes adjustments and evaluates outcomes to inform future planning</li> </ul>

## Role Skills

To be eligible for progression through Council's salary system, staff must demonstrate the role-based skills outlined in Table 5 below, in addition to meeting the technical requirements relevant to each Grade, and demonstrating competency in the core capabilities described under the Local Government Capability Framework relevant to each Level.

**Table 5: Skill progression**

Level	Skill required
<b>0 (Grade 4, Entry)</b>	<ul style="list-style-type: none"> <li>• Demonstrated practical experience and knowledge of building and construction, and planning processes.</li> </ul>
<b>1 (Grade 4, Step 1)</b>	<ul style="list-style-type: none"> <li>• Able to assist the Building Services Coordinator when undertaking necessary building, plumbing, fire safety and pool safety inspections</li> <li>• Basic understanding of building and planning legislation including the Building Code of Australia and development assessment process and able to accurately apply basic building and planning concepts</li> <li>• Able to review development applications to ensure required information has been provided</li> <li>• Coordinates communications with applicants in relation to development applications</li> <li>• Coordinates input from other business areas in the assessment of development applications</li> <li>• Compiles information about building and compliance matters for organisational reporting</li> <li>• Able to assist the Building Services coordinator in preparing written correspondence in response to simple building matters and assist in the preparation of reports as required</li> <li>• Maintains up-to-date and accurate building inspection and work records.</li> </ul>
<b>2 (Grade 5, Step 1)</b>	<ul style="list-style-type: none"> <li>• Accreditation as a Category E1 Swimming Pool Certifier under the Professional Building Board Accreditation Scheme</li> <li>• Able to effectively exercise the authorities conferred for a Category E1 Swimming Pool Certification under the Professional Building Board Accreditation Scheme</li> <li>• Able to undertake site inspections under the supervision of the Building Services Coordinator</li> <li>• Sound understanding of building and planning legislation including the Building Code of Australia and development assessment process and able to accurately interpret and apply building and planning legislation</li> <li>• Able to assess basic development applications and appropriately apply a range of conditions as necessary</li> <li>• Able to prepare written correspondence in response to simple building and plumbing matters and assist in the preparation of reports as required</li> <li>• Able to research building and plumbing related issues and make appropriate recommendations for resolution</li> <li>• Able to provide accurate advice to internal and external stakeholders in response to simple building and plumbing matters</li> <li>• Able to manage enquiries on simple building and plumbing matters and prepare appropriate written responses or provide verbal advice to customers</li> <li>• Effectively participates in meetings with internal and external stakeholders.</li> </ul>



**Table 5: Skill progression**

<b>Level</b>	<b>Skill required</b>
<b>3</b> <b>(Grade 5, Step 2)</b>	<p>In addition to the skills under Level 2:</p> <ul style="list-style-type: none"><li>• Completion of an onsite wastewater/sewage management training course or equivalent</li><li>• Able to undertake field inspections of on-site sewage management systems and trade waste facilities</li><li>• Prepares and issues approvals for new on-site sewage management systems</li><li>• Actively monitors and audits existing on-site sewage management systems and trade waste facilities and issues corrective notices/orders when applicable</li><li>• Investigates complaints and incidents involving on-site-sewage management systems and trade waste facilities and takes appropriate remedial action as necessary</li><li>• Able to prepare written correspondence in response to on-site sewage system matters and assist in the preparation of reports as required</li><li>• Able to research on-site sewage management system related issues and make appropriate recommendations for resolution</li><li>• Able to provide accurate advice to internal and external stakeholders in response to on-site sewage management system matters</li><li>• Able to manage enquiries on on-site sewage management system related matters and prepare appropriate written responses or provide verbal advice to customers.</li></ul>
<b>4</b> <b>(Grade 6, Step 2)</b>	<ul style="list-style-type: none"><li>• Accreditation as a Category A4 Building Inspector under the Professional Building Board Accreditation Scheme</li><li>• Develops work procedures and guides in relation to on-site sewage management systems and trade waste facilities.</li></ul>
<b>5</b> <b>(Grade 6, Step 3)</b>	<p>In addition to the skills under Level 4:</p> <ul style="list-style-type: none"><li>• Able to effectively exercise the authorities conferred for a Category A4 Building Inspector under the Professional Building Board Accreditation Scheme</li><li>• Able to demonstrate the core and speciality skills and knowledge outlined for a Category A4 Building Inspector under the Professional Building Board Accreditation Scheme</li><li>• Able to prepare draft certificates for authorisation by a Category A2 or A3 Building Surveyor</li><li>• Investigates unauthorised building work and makes appropriate recommendations for action</li><li>• Good understanding of building and planning legislation including the Building Code of Australia and development assessment process and able to accurately interpret and apply building and planning legislation</li><li>• Able to assess a range of development applications and appropriately apply a range of conditions as necessary</li><li>• Able to review building related legislation, regulation, policies and proposals and accurately identify implications for Council</li><li>• Able to provide accurate advice to internal and external stakeholders on a range of building matters</li><li>• Able to manage enquiries in relation to a range of building related matters and prepare appropriate written responses or provide verbal advice to customers</li><li>• Effectively participates in meetings with internal and external stakeholders.</li></ul>
<b>6</b> <b>(Grade 7, Step 2)</b>	<ul style="list-style-type: none"><li>• Accreditation as a Category A3 Building Inspector under the Professional Building Board Accreditation Scheme.</li></ul>

**Table 5: Skill progression**

Level	Skill required
<b>7</b> <b>(Grade 7, Step 3)</b>	<p>In addition to the skills under Level 6:</p> <ul style="list-style-type: none"><li>• Able to effectively exercise the authorities conferred for a Category A3 Building Inspector under the Professional Building Board Accreditation Scheme</li><li>• Able to demonstrate the core and speciality skills and knowledge outlined for a Category A3 Building Inspector under the Professional Building Board Accreditation Scheme</li><li>• Able to prepare draft certificates for authorisation by a Category A2 or A1 Building Surveyor</li><li>• Able to investigate unauthorised building work and make appropriate recommendations for action</li><li>• Good understanding of building and planning legislation including the Building Code of Australia and development assessment process and able to accurately interpret and apply building and planning legislation</li><li>• Able to assess a range of development applications and appropriately apply a range of conditions as necessary</li><li>• Able to review building related legislation, regulation, policies and proposals and accurately identify implications for Council</li><li>• Able to provide accurate advice to internal and external stakeholders on a range of building matters</li><li>• Able to manage enquiries in relation to a range of building related matters and prepare appropriate written responses or provide verbal advice to customers</li><li>• Effectively participates in meetings with internal and external stakeholders.</li></ul>
<b>8</b> <b>(Grade 7, Step 4)</b>	<p>In addition to skills under Level 7:</p> <ul style="list-style-type: none"><li>• Develops operational work procedures and guidance relating to building matters</li><li>• Effectively monitors the construction of new development and leads appropriate action in response to non-compliance with relevant building legislation and conditions of development consent.</li></ul>

**Acceptance of Position Description**

I, \_\_\_\_\_, have read and understood this position description and agree to the conditions and responsibilities contained in it. I intend to commence duties on

\_\_\_\_\_  
(insert date)

Signed: \_\_\_\_\_

Date: \_\_\_\_\_