



Job and Person Specification

Position:	Technical Officer
Department:	Development Services
Reports to:	Development Services Coordinator
No of Direct Reports:	Nil
Award / Level:	Professional Level 2
Incumbent:	Vacant
Date Appointed:	TBA

Position Objective
<p>The Technical Officer is a key member of the Development Services team responsible for undertaking plumbing permit authority functions, regulatory compliance and enforcement activities under the direction of the Development Services Coordinator, as well as providing support to capital works projects.</p> <p>The position supports Council in meeting its statutory obligations by investigating alleged breaches of legislation, monitoring compliance with permit conditions, and exercising delegated authority in accordance with relevant legislation.</p> <p>The role undertakes site inspections, issues statutory notices and orders, and prepares evidence for enforcement action and legal proceedings in accordance with legislative requirements, Council policies, and procedures.</p> <p><i>The position will require adherence to our organisation values of “Working as a team with open and honest communication; we act with integrity whilst showing respect and being positive an proactive in our actions.”</i></p>

Key Result Area	Key Tasks	Performance Indicators
Statutory Functions (Plumbing Permit Authority)	<ul style="list-style-type: none"> • Exercise delegated authority as Plumbing Permit Authority (subject to qualifications and appointment) under the Building Act 2016 • Assess, monitor and enforce compliance with plumbing regulatory requirements • Ensure all statutory responsibilities are carried out in accordance with legislative requirements 	<p>Compliance with legislative obligations</p> <p>Accurate and timely execution of delegated authority functions</p>

Compliance & Enforcement	<ul style="list-style-type: none"> • Undertake investigations into alleged breaches of relevant legislation, including planning, building, plumbing and environmental matters • Conduct site inspections, collect evidence, and document findings in accordance with legal and evidentiary requirements • Monitor compliance with permit conditions • Issue statutory notices and orders under relevant legislation in accordance with delegated authority • Prepare accurate and timely reports, briefs, and evidence for enforcement action and legal proceedings • Maintain records and registers of complaints, investigations, and enforcement actions • Liaise with internal departments and external stakeholders to ensure coordinated compliance outcomes 	<p>Investigations completed within required timeframes</p> <p>Enforcement actions undertaken in accordance with legislation and Council policy</p> <p>Documentation and evidence prepared accurately and to required standards</p>
Project & Technical Support	<ul style="list-style-type: none"> • Provide administrative and coordination support to the Development Services Coordinator and relevant staff in relation to projects and capital work 	<p>Support tasks completed within agreed timeframes</p>
Customer Service & Advisory	<ul style="list-style-type: none"> • Provide clear, accurate and timely advice to customers on development services matters • Communicate technical and regulatory information in a manner appropriate to a diverse audience • Manage customer enquiries, including difficult or sensitive situations, in a professional manner 	<p>Customer enquiries responded to within service standards</p> <p>Positive and professional stakeholder interactions</p>
Legislation and Council Policies	<ul style="list-style-type: none"> • Be aware of and ensure a thorough understanding of all relevant Council Policies and Procedures • Understand the requirements to ensure compliance with any building or planning specific legislation 	<p>Compliance with policies, procedures and legislative requirements</p>
Occupational Health and Safety	<ul style="list-style-type: none"> • Work in accordance with OH&S legislative requirements at all times 	<p>Compliance with Workplace Health &</p>

	<ul style="list-style-type: none"> • Participate in occupational health and safety training • Report incidents and accidents to Health and Safety Coordinator 	Safety Act 1995 OH&S training is completed as requested
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Selection Criteria/Person Specification	
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QUALIFICATIONS/EXPERIENCE	<p>Essential</p> <ul style="list-style-type: none"> • Demonstrated experience in compliance, enforcement, or regulatory investigation roles • Experience interpreting and applying legislation in a practical environment • Ability to undertake investigations, gather evidence, and prepare documentation for enforcement or legal proceedings • Ability to read and interpret architectural and engineering plans • Highly developed communication skills, including the ability to manage difficult or confrontational situations • Ability to work independently, prioritise workloads, and exercise sound judgement • Current driver’s licence <p>Desirable</p> <ul style="list-style-type: none"> • Certificate IV in Government Investigations (Regulatory Compliance) or equivalent • Experience within local government or a similar regulatory environment
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KNOWLEDGE/SKILLS	<ul style="list-style-type: none"> • Knowledge of, or ability to quickly apply evidence gathering techniques and adhere to legal proceedings. • Strong written communication and report writing skills • Well-developed organisational and time management skills • Proficiency in Microsoft Office 365
PERSONAL ATTRIBUTES	<ul style="list-style-type: none"> • Professional, ethical and accountable • Resilient and able to manage challenging interactions

	<ul style="list-style-type: none"> • Approachable with strong customer focus • Ability to maintain confidentiality • Team-oriented with the ability to work autonomously
DELEGATIONS & AUTHORITY	<ul style="list-style-type: none"> • Exercise delegated authority as Plumbing Permit Authority (subject to appointment and qualifications) • Issue statutory notices and orders in accordance with legislation and delegation(s) • Sign purchase orders in accordance with Council delegation(s)
JOB REQUIREMENTS	<ul style="list-style-type: none"> • Current Australian driver’s licence • Comply with all Council policies, procedures and legislative requirements • Maintain confidentiality of all Council information
TRAINING	Completion of the necessary Continuing Professional Development to maintain licence as Permit Authority, and As training as required.

By accepting this position the employee understands their responsibility:

- To keep all information that they are exposed to confidential during and after their period of employment with Break O’Day Council. Information should never be disclosed outside of the organisation and only be disclosed to other employees if there is a need within the context of the task being performed
- To not access any information within Council's systems that is not directly relevant to their work

Employee
Signature: _____

Date: ____ / ____ / ____

Approved By
Departmental
Manager: _____

Date: ____ / ____ / ____

Approval By
General
Manager _____

Date: ____ / ____ / ____

Date Position
Created: ____ / ____ / ____

Date Position
Reviewed: ____ / ____ / ____