



SHIRE OF
HARVEY

Team work

We are a united team who works together towards a common goal.

Integrity

We are empowered and accountable when making decisions.

Excellence

We are committed to an exceptional customer experience.

Leadership

We are adaptable and responsive in our leadership.

Respect

We are respectful of our history and work together to build our future.

Building Support Officer

Our vision

Together, towards an even better lifestyle.

1. Position details

| | | |
|------------------------------------|--|---------------|
| Directorate: | Sustainable Development | Level: 4 to 5 |
| Reports to: | Director Sustainable Development | |
| Supervision of: | Nil | |
| Significant Working Relationships: | Community, business and agency stakeholders Directorate team members Key internal stakeholders | |

2. Position summary

Operate as an effective liaison with key internal and external stakeholders on approval requirements for the efficient processing of building applications and provide administrative support to the Directorate team.

3. Community strategic objectives



4. Our values

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5. Key duties and responsibilities

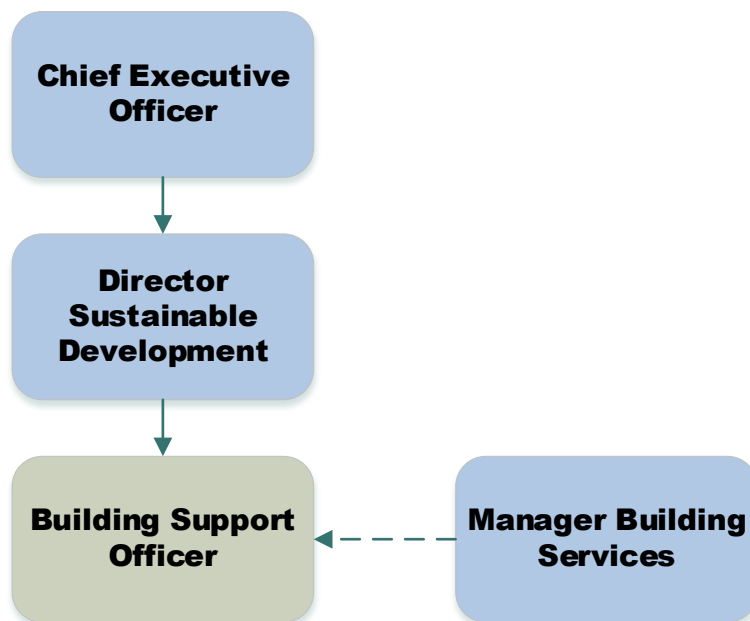
| Key functions | Specific duties |
|------------------|--|
| Customer service | <ul style="list-style-type: none">• Provide quality first point of contact and follow up to customers.• Provide information on Building plan searches.• Liaise with statutory authorities and internal stakeholders.• Liaise with internal staff to coordinate inspections and appointments. |
| Applications | <ul style="list-style-type: none">• Maintain building permit applications, swimming pool records and check lists.• Review against relevant checklists, input, maintain and update building applications within the Shire's computer systems.• Undertake preparation work for submitted under the Building Act 2011 for assessment by the Shire's Building Surveyors.• Liaise with internal & external stakeholders when required. |
| Administration | <ul style="list-style-type: none">• Prepare returns, statistics and payment reconciliations as scheduled.• Provide administrative support including processing of daily correspondence, scheduling appointments for building surveyors and building compliance officer, as well as processing purchase orders.• Maintain permanent building archive files and provide plans request to owners when required. |
| Other | <ul style="list-style-type: none">• Assist within the Directorate Team as required.• Reasonable duties commensurate with classification level.• National Crime Check.• Current 'C' Class Drivers Licence. |
| Organisational | <ul style="list-style-type: none">• Work in accordance with the Shire's Work Health and Safety principles. |

- Work in accordance with the Shire’s defined Equal Employment Opportunity and Anti-discrimination legislation, procedures and principles.
- Create and capture records of work activities in line with policies and procedures.
- Contribute to ensuring a cohesive team approach where knowledge is shared and there is a demonstrated commitment to continuous improvement and self-development.
- Adhere to the Shire’s Code of Conduct, policies and management practices as amended from time to time.
- Contribute to the attainment and development of strategic plan outcomes, strategies and actions.
- Ensure all duties as directed by the Chief Executive Officer are fully undertaken.

6. Extent of authority

Operate under the general direction of the Director Sustainable Development and Manager Building Services within the Shire procedures, guidelines and practices and Council policies.

7. Your team



8. Position selection criteria

Essential

1. Demonstrated commitment to outstanding customer service and improving the customer's experience.
2. Demonstrated communication and interpersonal skills including preparation of documents, presenting information clearly and negotiating satisfactory customer outcomes.
3. Demonstrated computer literacy including word processing, spreadsheets and data entry.
4. High level of organisational skills to consistently approach workload in a proactive manner to ensure timelines and standards are met.

Desirable

1. Previous experience in local government Building Services.
2. Understanding of Residential Design Codes and Building Codes and experience in reading and interpreting building plans.