

POSITION DESCRIPTION		
Position Title: Cadet Building Surveyor	Classification: As per Award rates	Position Number: BHCC-PA-07
Group/Area: Planning and Development	Reports to: Manager Planning and Development	Hours per week: 35
<p>Our Organisation:</p> <p>Vision: Broken Hill is a vibrant, prosperous and culturally rich Heritage City shared with visitors from around the world.</p> <p>Mission: Council provides responsive community leadership to enhance community living and facilitate a prosperous economy</p> <p>Our Values: Accountability, Pride, Perseverance, Courage & Honesty, Teamwork</p>		
<p>Position Purpose:</p> <p>To carry out duties and activities associated with building & development control within the Broken Hill Local Government Area: to ensure prompt, accurate and cost-effective delivery of planning, development and compliance services.</p> <p>A key component of the position will be to enhance Council's public image through responsive and effective liaison and communication with the community, businesses and other stakeholders.</p> <p>The position is required to work towards meeting service standards and under regulated timeframes.</p>		
<p>Special Requirements:</p> <ul style="list-style-type: none"> Higher School Certificate As this position is a cadetship the occupant is required to successfully enrol and complete the required Advanced Diploma in Building Surveying via distance education within the specified time frame of the cadetship (estimated 2-3 years). 		
<p>Key Stakeholders:</p> <ul style="list-style-type: none"> General Manager Deputy General Manager Manager Planning and Development Planning and Development Department staff Other council departments Ratepayers and other service users Community Groups and Individuals Contractors Local government agencies 		
<p>Reporting Lines:</p> <p>This position reports to the Manager Planning and Development.</p>		

The position will have no direct reports.

Accountabilities

You will use your professional skills and experience to fulfil the following key responsibilities:

- Provide information and advice to the local community and other stakeholders on building certification related matters including
 - Providing professional advice to clients in a proactive and responsive manner, within the provisions of your delegations and the Building Professionals Act and/ or other relevant legislations
 - Attend to customer enquiries: counter, email, telephone and ensure follow up administration or duties are actioned within specified timeframes
 - Referring applicants for internal/external review as required
 - Draft and or issue correspondence
 - Carry out Building Inspections under supervision and within accreditation limitations
 - Undertake development assessment (class 1 & 10) within accreditation limitations, and customer service functions as required by Manager Planning and Development
 - Carry out field inspections associated with customer requests
 - Ensuring accurate record keeping in accordance with Council policy and procedures including, data entry, maintenance of electronic records, the departmental product filing system and departmental library.
- Participate in continuous improvement of the department including
 - Assist in the administration of and updating of policy, codes and procedures
 - Assist in evaluation of the service programs
 - Cooperating and complying with any established safe work method statements or standard operating procedures designed for your health and safety and participate in developing these
 - Conduct research, collate and coordinate relevant information
 - Maintain current awareness of and investigate industry developments and standards to keep abreast of legislation, building regulation and building technology changes
 - Participate in ongoing professional development
 - Liaise with other members of the team and across other areas of Council to ensure that issues are identified, matter are followed up and actions taken
 - Assist other staff to meet Council objectives
 - Undertake other duties within employee's skills, competency and training as required

You will contribute to a customer focused approach to service delivery by:

(N.B. Customers include both internal and external customers, including but not limited to ratepayers, residents, co-workers, councillors, external agencies, suppliers etc.)

- Understanding the overarching outcomes provided by Council through service delivery and infrastructure provision to the quality of life for residents and visitors to our City and having an ability to promote these outcomes

- Listening to customers and understanding that customer experiences are multi-faceted and consideration is given to customer view point and sensitivities surrounding particular decisions and interactions
- Recognise that customers' perceptions are their reality. Create processes to catalogue your customers' reactions and act on this intelligence by aligning your operational practices wherever possible to positively impact on your customers' perceptions
- Ensure that value is delivered to customers through a commitment to mutual cooperation among employees from different functions and departments
- Responding to and resolve Customer Requests and enquires in a timely and customer focused manner
- Ensuring that communication with customers is open, timely and transparent
- Always act courteously and professionally towards customers
- Manage difficult situations and conflicts – calmly and professionally

You will contribute to an effective organisation by:

- Monitoring the external environment to identify potential risks, threats and opportunities related to your department , and ensuring these are considered in decision-making
- Support business excellence and continuous improvement practices

You will assist Council in achieving a financially sustainable future by:

- Contributing to a whole of Council approach to resource usage and allocation
- Maintaining a 'value for money' attitude, through efficient and effective use of resources
- Making recommendations for innovative improvements in your work area that enhance outcomes for the community and reduce corporate services costs

You will assist Council to meet Records Information Management:

- Understand and implement compliant records management in line with the State Records Act and BHCC Record Management Policy.

You will adopt a team work approach by:

- Performing an active role within the team to achieve the objectives of that function
- Engage in regular communication and co-operation with fellow team members
- Understanding that all staff at Council are one team working towards a shared purpose, and applying a 'whole of organisation' approach to every aspect of your work
- Embracing and promoting the values of the organisation
- Setting an example for other employees regardless of reporting lines
- Committing to self-awareness and improving professional effectiveness
- Understanding corporate risks that apply to your activities

You will ensure a safe and equitable workplace environment by:

- Acting in accordance with the NSW WHS Act 2011, WHS regulations and Council's WHS Framework;
- Implementing, monitoring and complying with Councils WHS Framework, including, but not limited to WHS Policies, Standard Operating Procedures, Risk Assessments/Work Instructions and associated tools in the work area;
- Adequately familiarising yourself with your WHS responsibilities and actively fulfilling these;
- Ensuring Council's equal opportunity employment practices reflect the highest standards of ethics, and EEO plans are developed and implemented accordingly

Other duties

In accordance with the Broken Hill City Council Award, Broken Hill City Council is committed to improving the skill levels of its employees and removing any impediments to multi-skilling. This position has therefore been designed to ensure the incumbent of the position (the employee) has a broad and diverse range of accountabilities and duties to perform.

The responsibilities and tasks listed in this position description are indicative only; Broken Hill City Council may direct the employee to carry out such duties that are within the limits of the employee's skill, competence and training.

Employees shall have reasonable and equitable access to education and training to enable them to acquire the range of skills they required for positions.


Position and Person Specification**Essential**

- Undertake studies for tertiary qualification in building surveying (Advanced Diploma in Building Surveying)
- Demonstrated high level of written, verbal and interpersonal communication skills,
- Genuine interest in pursuing a career in Building Surveying,
- Commitment to completing all aspects of the cadetship including on and off the job training inclusive of short courses as required,
- Demonstrated high level skills and experience with Microsoft Office Suite, including Word, Excel, Outlook etc.
- Demonstrated commitment to a customer service culture and delivery of quality service.
- Current NSW Class C Driver's License (minimum provisional license) or ability to obtain

Desirable

- Knowledge of development assessment and approvals processes
- Understanding of the Australian Business Excellence philosophy & commitment to continuous improvement.

Acceptance of Position Description

Approved: General Manager	Signature: 	Date: 12/12/2024
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I have read and understand the content of the Position Description and undertake to meet the duties and responsibilities of this position.

Accepted: Employee Name	Signature:	Date:
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