



SORELL COUNCIL

POSITION DESCRIPTION

Position Title	Customer & Business Support Officer (Permit Authority)
Workgroup	Customer & Business Support/Office of the CEO
Reports to	Customer & Business Support Coordinator (Permit Authority)
Classification	Level 5
Employee Status	Full-Time/Part-Time (0.8FTE)
Location	CAC

Primary Position Purpose

The **Customer & Business Support Officer (Permit Authority)** is responsible for ensuring the efficient delivery of the Permit Authority role and requirements of the Building Act 2016.

The position is responsible for fulfilling Council's statutory obligations as the Permit Authority, including the assessment of applications, provision of advice, and the investigation and resolution of compliance matters.

As a member of the Customer & Business Support Team, the Customer & Business Support Officer (Permit Authority) is responsible for maintaining a broad knowledge of council services, including an understanding of department and key officer roles and the provision of professional front line customer service.

Skill Based Classification Descriptors

The position is classified as a Level 5, the following skill descriptors apply to this level.

Authority & Accountability	The exercise of discretion within standard practices and processes and may involve the exercise of high precision occupational skills using various specialised techniques, systems, equipment, methods or processes. Positions provide local decisions, direction, leadership and on-the-job training to supervised employees or groups of employees.
Judgment & Problem Solving	Skills to solve problems which require assessment of a range of options having elements of complexity in reaching decisions and making recommendations. For supervisors, the work processes often require the quantification of the number of resources needed to meet those objectives. Assistance may be readily available from other staff in the work area in solving problems.
Specialist Skills & Knowledge	Specialist knowledge in a number of advanced skill areas relating to the more complex elements of post-trades or specialist disciplines either through formal training programs or on-the-job training.
Management Skills	May require skills in co-ordinating a team of employees, to motivate and monitor performance against work outcomes. Positions may lead large groups of employees at the 'Work face'.
Interpersonal Skills	Persuasive communication skills are required to participate in specialised discussions to resolve issues, including explaining policy to the public and/or others and reconciling different points of view.
Qualifications & Experience	Positions require thorough working knowledge and experience of all work procedures for the application of technical, trades or administrative skills, based upon suitable certificate or post-certificate level qualifications which may include: a) post-trade certificate and/or other post-secondary qualification below diploma or degree; or b) extensive knowledge and skill gained through

Key Responsibilities

Permit Authority & Compliance:

- Exercise the powers and functions of the Permit Authority specified in the *Building Act 2016*, including:
 - Assess categories of building and plumbing work as required by the Building Act 2016 (the Act) and Directors Determinations relevant at the time of processing.
 - Assess and determine applications for permits for building, plumbing/or demolition work, to ensure compliance with the Act.
 - Ensure statutory timeframes are adhered to in accordance with the relevant legislation.
 - Prepare reports as required for Council, Managers, Director of Building Control (Director) ABS and Industry bodies.
 - Provide advice on Permit Authority matters to Council, Managers, Government bodies and private interest.
 - Maintain adequate records as required by all relevant legislation.
- Administer the compliance activities under the Building Act.
 - Investigations and reports are thorough, evidence based and reflect appropriate legislation, Council policies and procedures
 - Issuing of relevant Notices, Orders, Directions, Infringement Notices and First and Final Warning Notices for non-compliance matters.
 - Outstanding Notices and Orders, and follow up activities, are processed within legislated timeframes.
 - Court proceedings and/or litigation processes are initiated, managed and actioned within a timely manner.
- Issuing of plumbing permits, certificates of likely compliance and Completion Certificates for the Permit Authority and Environmental Health Officers to ensure that all permits have been issued in accordance with the statutory timeframes.
- Ensuring the public are made aware of the building and plumbing requirements under the Building Act.
- Assist with planning compliance investigations, including the preparation of planning enforcement documents.

Customer Service & Administration:

- Frontline customer enquiries, complaints and correspondence responded to in accordance with customer service charter and Council expectations.
- Completion of Section 337 Certificates.
- Assist the Customer & Business Support Team as required, including cashiering, records management, waste management, property and rates enquiries, and mail processing and distribution.
- Contribute positively to a collaborative team environment and provide support to other Council departments as required.

Employees may be required to undertake duties within the limits of their skill, competence and training, consistent with their classification level, in any area of Council, as directed.

Position Dimensions

Key relationships and influences	
Who	Why
Internal	
Employees in all departments	Work in partnership with employees from all departments to ensure delivery of effective customer service.
External	
People who live, work, or visit Sorell	This position delivers services that directly benefit our customers via Council's various customer contact channels.
Elected Council Members	This position provides support to Councillors who directly serve the people of Sorell.
Nomenclature Board	
Valuers & Solicitors	
DPIPWE	

Resources and Budgets			
Direct Reports	NIL	Financial Delegation & Reporting	NIL
Indirect Reports	NIL	Statutory Appointments	Permit Authority
Total	NIL	Delegations	Permit Authority

Organisational Accountabilities

Be familiar with and follow the **Council's Code of Conduct**. A copy of this is provided with your appointment letter or can be accessed on Council's Intranet.

Be familiar with and undertake all work in accordance with relevant policy and legislation, including:

- Council's Values
- Workplace Health and Safety (WHS) Legislation
- Anti-Discrimination Legislation
- Sorell Council Enterprise Agreements
- Document Management - The incumbent is required to use the TARDIS system to retain records and documents relating to Council business as part of their employment.
- Customer Service Charter - The incumbent is required to commit Council's Customer Service Charter and to consistently deliver all services with a focus on excellent customer service.
- Customer Relationship Management (CRM) systems
- Comply with all Health and Safety legislation.

Workplace Health & Safety

Ensure Health and Safety information is provided to the broader community as required. While at work, a worker must:

- Take reasonable care for his or her own health and safety.
- Take reasonable care that his or her acts or omissions do not adversely affect the health and safety of other people.
- Comply, so far as the worker is reasonably able, with any reasonable instruction that is given by the person conducting the business or undertaking to allow the person to comply with this Act.
- Cooperate with any reasonable policy or procedure of the person conducting the business or undertaking relating to health or safety at the workplace that has been notified to workers.
- Avoid, eliminate or minimize hazards within your control, and immediately report.
- Attend and actively participate in training programs provided in the interests of Health and Safety.
- Ensure accidents and near misses are reported as soon as reasonably practicable; and
- Ensure assessment and control of risk is managed in accordance with Council's Risk Management Framework.
- Complete Council's induction requirements

Record Management

Sorell Council uses a record management system, TARDIS (Total Administrative Record and Document Information System). All Council documents and records are a State legislated record controlled by the Tasmanian Archive & Heritage Office and are therefore required to be retained either on a temporary or permanent basis. All employees of Council are required to use the TARDIS system to retain records and documents relating to Council business as part of their employment.

Key Selection Criteria

Essential:

- Qualifications and, or experience in relevant building or compliance discipline and hold (or be qualified to obtain) and maintain a licence as a Permit Authority.
- Sound knowledge of the Building Act 2016 and relevant legislation, with the ability to interpret plans, permits and approvals to assess compliance.
- Excellent written, verbal and interpersonal communication skills, with the ability to negotiate, manage conflict and build positive relationships with customers, contractors and stakeholders.
- Proven ability to manage competing priorities, with the ability to consistently meet statutory and organisational timeframes.
- Ability to work both independently and collaboratively within a team and deliver a high standard of customer service.
- Demonstrated competence in report writing, record management and the use of Microsoft Office, CRM and records management systems with a high level of accuracy and attention to detail.
- Current Tasmanian Driver Licence.

Desirable:

- Previous experience working in Local Government.

Authorisation			
I hereby agree that this position description accurately reflects the work requirements.			
Manager name			
Manager signature		Date	
Employee name			
Employee signature		Date	
GM Name			
GM Signature		Date	