

POSITION DETAILS

Position Title:	Investigations & Compliance Officer	Position Grade:	Grade 9
Department/Directorate:	Asset & Infrastructure / City Works	Position Status / Hours per Week:	Full-time (35 hours)

PRIMARY PURPOSE OF THE POSITION

1. Investigating complaints / requests and prepare reports and correspondence.
 - Investigate and formulate responses to development inspection requests received from the public via TRIM, CRM, Councillors and over the phone
 - Issue requests for Operations to carry out maintenance and restoration works
 - Prepare written responses and reports
2. Assist in the management of the inspection and compliance of Council's public infrastructure resulting from developments, use of contractors to undertake works, liaise with affected property owners and developers.
 - Assist the Senior Coordinator with development inspection and compliance matters
 - Assist in the data collection and maintenance of asset registers for public domain asset handovers for developments in the LGA
 - Conduct pre and post inspections of the condition of Council's infrastructure at demolition of small to medium density developments
 - Conduct compliance inspections for large development sites to ensure safe public access and integrity of public infrastructure
 - Supervise contractors carrying out minor projects as required and implement necessary work on infrastructure
3. Inspection of Council's infrastructure for information on condition, as built quantities, and assisting in the preparation and updating of asset handover reports related to development works.
4. Ensure that: -
 - Department business process procedures are adhered to
 - Appropriate data is acquired and maintained
5. Contribute to the team to achieve specified outcomes
 - Assist Department staff in undertaking construction and compliance inspections
 - Adhere to mandatory requirements related to WH&S as well as any other relevant legislation
 - Project a positive Council image in dealing with both internal and external customers
6. Other duties as directed consistent with the skills, experience, qualifications and training of the incumbent

SELECTION CRITERIA

Education / Qualifications

- Diploma of Construction or equivalent
- Current Class C Driver's Licence.

Experience/Specific skills

- Demonstrated experience and knowledge in civil construction and maintenance, including supervision and administration of contracts for works
- Proven ability to work in a safe manner
- Knowledge of WH&S Act, environmental regulations and the Development Control requirements
- Sound written and verbal communication skills and customer service skills.
- Demonstrated ability in using Microsoft Word, Excel and Outlook

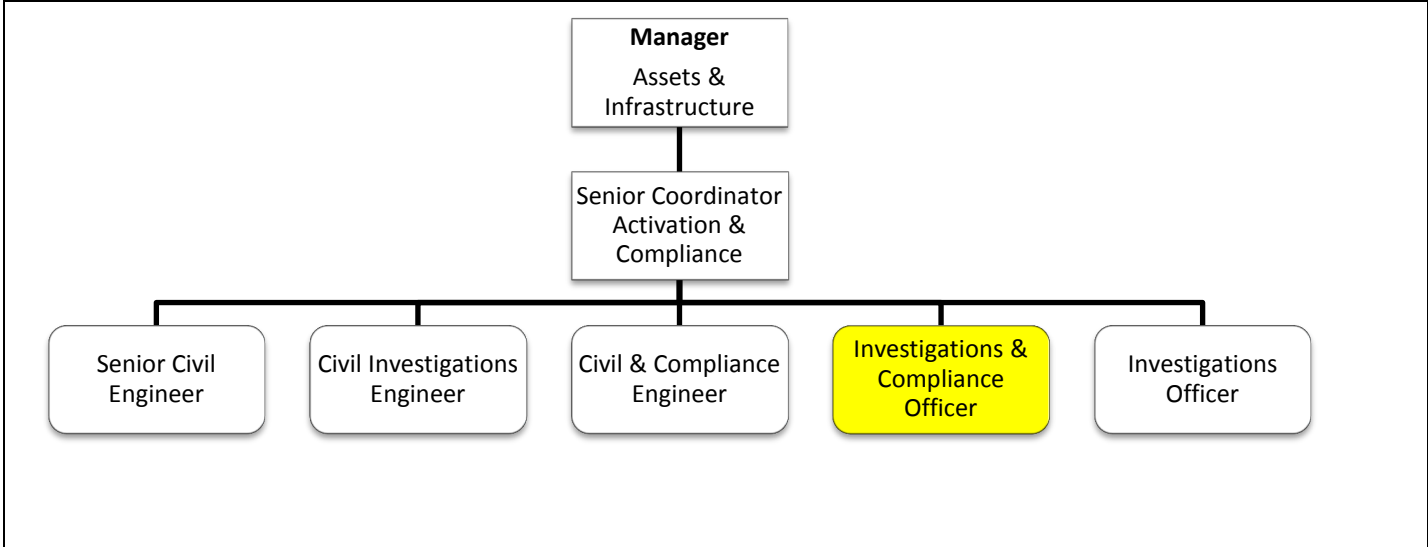
Personal Attributes

- Flexible approach and the ability to readily embrace change
- Enjoy working in a structured, routine based environment and work to deadlines (CRM, TRIM)
- Adaptable and flexible approach to work requirements

Desirable Qualifications, Experience and/or Skills

- Knowledge of quantity calculation & estimating
- Knowledge of cost control & management
- Bilingual language skills

ORGANISATIONAL CHART



SERVICE ACCOUNTABILITIES – Contributes to

The statements below indicate how the duties and responsibilities of this position contribute to the wider activities carried out by the City Works Directorate of the organisation.

- Public domain (other) development and management
- Street and public lighting development and management (inc smart poles)
- Roads, bridges and retaining walls development and management
- Wharves, jetty's, boat ramps and sea walls development and management
- Footpaths & cycleways within passive recreation asset management (excluding in natural areas)
- Footpaths & cycleways within road reserves development and management
- Asset planning delivery management (all asset types)
- Place delivery management

CORPORATE ACCOUNTABILITIES

The statements below indicate the relevant organisational “Accountabilities” that the position holder is required to observe.

1	To comply with legislative requirements
3	To adhere to Council plans, policies, procedures and Code of Conduct
4	To understand, adhere and promote all OH&S policies and procedures
5	To understand, adhere and promote Council's EEO policies and procedures.
7	To understand and respond to the needs of our customers in accordance with the Customer Service Charter
8	To deliver your accountabilities and meet your project milestones, performance targets and service levels as required within your job plan
12	To actively document all policies, procedures, projects and activities (as required)

CORPORATE ACCOUNTABILITIES

13	To actively share information and knowledge on issues, training and better practice to relevant staff
14	To identify and initiate improvements of business systems to maximise service delivery
15	To identify and initiate improvements of processes to maximise service delivery
16	To deliver all project deliverables through PM_CoR methodology
17	To identify and minimise exposure to risk
20	To be involved in or provide feedback on corporate initiatives
21	To positively and proactively work with others across the organisation to deliver the outcomes
25	To model Council's values
26	To create and contribute to a positive work environment within my team, my Unit and the workplace.
28	To undertake relevant training to improve performance of the individual, organisation and meet mandatory requirements

WORK HEALTH AND SAFETY RESPONSIBILITIES

You are required to perform your duties in accordance with this Position Description, City of Ryde Code of Conduct, policies procedures and instructions, where appropriate. You are also responsible for the following:

Work Health and Safety

- Follow safe practices/procedures to perform your duties in a manner, so as not to put yourself or others at risk of harm;
- Participate in development of safe work methods and risk assessments with your Supervisor when required;
- Actively participate in WHS inductions and training when required;
- Wear Personal Protective Equipment (PPE) in the prescribed manner and when specified;
- Participate in workplace inspections if required;
- Take care of any plant or equipment of any kind, including computer and other telecommunication devices;
- Participate in emergency preparedness training, including any required knowledge for business continuity plans;
- Report all hazards, near misses and damage to City of Ryde property to your Supervisor.

Certificates of Competency / Licences

- Where required for the position, either by legislation or through City of Ryde policies and procedures, maintain all certificates, licences, operative training etc, and advise Supervisors of any change to these, including vehicle licences.

Injury Management

- Report all injuries/illnesses to your Supervisor immediately;
- If injured at work, actively cooperate and participate to comply with obligations imposed under injury management and return-to-work plans where applicable.

Risk Management

- Report any potential public liability and professional indemnity exposures in your workplace to your Supervisor.

OUR VALUES

All employees at City of Ryde are to observe our values which are:

Safety

We are committed to preventing injury to ourselves, our team and our community.

Teamwork

We work together with respect and support.

Ethics

We are honest, responsible and accountable for our actions.

Professionalism

We deliver effective services to the community with consistent decision-making.

Employee's Name	
Employee's Signature:	
Date:	