



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 a better lifestyle.

1. Position details

Department:	Building	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



Diversified
Economy



Connected
Communities



Protected Natural
Environment



Sustainable Built
Environment



Effective Civic
Leadership

4. Our Values

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

Integrity - We are empowered and accountable when making decisions.

Leadership - We are adaptable and responsive in our leadership.

Excellence - We are committed to an exceptional customer experience.

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

5. Key duties and responsibilities

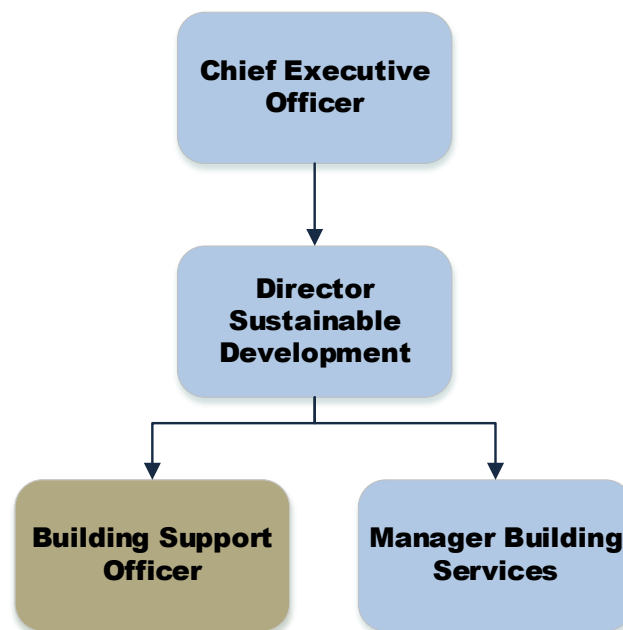
Key functions	Specific duties
Customer service	<ul style="list-style-type: none">• Provide quality first point of contact and follow up to customers.• Provide information on Building plan searches.• Liaise with statutory authorities and internal stakeholders.• Liaise with internal staff to coordinate inspections and appointments.
Applications	<ul style="list-style-type: none">• Maintain building envelopes, swimming pool records and check lists.• Review against relevant checklists, input, maintain and update building applications within the Shire's computer systems Synergy and Recfind.• Undertake preparation work for applications including building, demolition and R-Codes.• Liaise with internal stakeholders update on completion details.
Administration	<ul style="list-style-type: none">• Prepare returns, statistics and payment reconciliations as scheduled.• Provide administrative support including processing of daily mail and purchase orders.• Maintain permanent building archive files.
Other	<ul style="list-style-type: none">• Reasonable duties commensurate with classification level.• National Crime Check.• Current Class C 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; and
 - 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.