



SHIRE OF BEVERLEY

FULL TIME TECHNICAL OFFICER

The Shire of Beverley is seeking a motivated individual to fill the fulltime position of Technical Officer.

This position acts as an interface and provides “first line” advice, information and support for Planning and Development, Health, Building, Emergency Services, Ranger Services, Waste Management and Engineering Services. The successful applicant will have excellent interpersonal skills and ideally have previous experience in Local Government, although not essential.

An application pack including position description and selection criteria is available from:

Shire Office: 136 Vincent Street Beverley, Mon – Fri 8.30am – 4.00pm

Telephone: (08) 9646 1200

Email: admin@beverley.wa.gov.au

How to Apply

Please forward a covering letter addressing the selection criteria together with a copy of your updated resume including two recent referees.

Applications need to be received no later than 4:00pm Monday, 2 July 2018 and can be emailed to planner@beverley.wa.gov.au or mailed to:

Mr Stefan de Beer
Manager: Planning and Development Services
Shire of Beverley
PO Box 20
BEVERLEY WA 6304



Technical Officer

Selection Criteria

You must address the following in your application to be considered for the Technical Officer position:

1. Strong communication skills – both written and verbal.
2. Strong computer skills, outlining any programs competent with.
3. Any previous experience working in the following areas: Planning, Building, Infrastructure, Emergency Services, Asset Management and/or general Local Government.
4. Ability to work under minimal supervision whilst still being part of a team.
5. Valid Western Australian Driver's Licence.



Technical Services Officer Position Description

1. Position: Technical Services Officer
Name:
Date Commenced:

2. Industrial Instrument and Level: Local Government Industry Award 2010

3. Position Summary

- This position acts as an interface and provides “first line” advice, information and support for Planning and Development, Health, Building, Emergency Services, Ranger services, Waste Management and Engineering services (collectively referred to technical services).

4. Requirements of Position

4.1 Skills

Essential:

- Model a ‘can do’ attitude.
- Highly developed internal and external customer service skills.
- Professionally developed interpersonal skills in relation to technical services.
- High quality administrative and time management skills.
- Sound research and analytical skills.
- Ability to be self-directed, flexible and work under minimal supervision
- Sound computer skills and literacy.

Desirable:

- On line searching and interpreting Local Government legislation, Local Laws and Council policy.
- Knowledge of Roman Infrastructure Management System.

4.2 Knowledge and Experience

Essential:

- General knowledge of Local Government services and the applicable legislative framework.
- Demonstrated experience in interpreting legislation.
- Work experience in related fields.

Desirable:

- Drafting Council policy.
- Previous work in associated fields.

4.3 Qualifications and/or training

Essential:

- Appropriate on the job training, supported by relevant post secondary qualifications.
- Highly developed analytical and interpretive skills.
- Hold a current “C” Class Drivers Licence.

Desirable:

- Tertiary qualifications (or equivalent) in, any of the fields related to the position.
- Field assessment for compliance with Council approvals
- Experience in dealing with statutory bodies.

5. Principle Roles and Responsibilities

The principle responsibility areas of this position are outlined below:

- First point of contact to provide advice and assistance to external customers in relation to Council technical portfolios.
- Closely liaise with the Shire Executive to ensure efficient and effective internal and external procedures are compatible with Council service objectives.
- Receive and record enquiries relating to Planning and Development, Health, Building, Emergency Services, Ranger services, Waste Management and Engineering.
- Provide a timely response, or refer technical enquiries to a Senior Officer for attention and follow up.
- Provide and record responses to enquiries and provide documentation to Senior Officers.
- Maintain Council’s Complaints Management System and report monthly on outcomes and response times.
- Receive and record Development and other applications from customers and promptly check applications “over the counter” for compliance against a pre approved check list.
- Register applications through the Council records system and electronically record all enquiries and complaints.
- Prepare a handout and electronic template to receive and record requests for action and complaints.
- Ensure information sheets and handouts are available, current and provided to customers.
- Identify gaps and overlaps in Council handouts and brochures.
- Arrange contact times and meetings for senior officers.
- Review Council on line Council services, links and information available for enquiries and provision of standardised information.
- Work collaboratively with IT staff to provide up to date information and links about technical services.
- Monitor and draft statutory and compliance returns as required and refer to relevant officer.

- Prepare and submit Grant funding reports for State and Federal funding streams.
- Undertake Asset Management tasks including coordination of Asset valuations by third parties.
- Maintain Council's RAMM (Infrastructure Inventory) database and create reports as required.
- Complete monthly Asset Register reconciliations, Plant Costing and Depreciation allocations.

6. Key Performance Requirements

- In the first instance, establish a comprehensive service covering all areas of responsibility.
- Extent to which introductory work is achieved on a monthly basis.
- Level of customer satisfaction.
- Timeliness of work and response times.
- Amount of work produced compared to quality and standards expected of the position.
- Attitude, respect for others and response to directions given.
- Care and responsibility with tasks and equipment.
- Reliability and attendance record.

The following general criteria forms a standard part of each annual performance review.

- Time management: complete tasks within required timeframes.
- Team work: work as a constructive part of the team; participate in team meetings; and seek task improvement and increase efficiency.
- Verbal communication: demonstrate effective verbal communication skills.
- Written communication: demonstrate effective written skills.
- Problem solving: demonstrate problem solving skills and initiative.

7. Key Projects

- Establish sound and functional systems and processes to improve, monitor and report on the level of customer service relating to all technical services.
- Establish a smooth and effective level of service for all aspects of technical services.
- Ensure information is reliable and available on request and on line.

8. OSH responsibilities:

Daily tasks and routine duties

- Work with care for their own safety and health and that of others
- Participate in developing safe work procedures and follow them
- Participate in training
- Use equipment properly and report any faults/damage
- Use personal protective equipment as directed
- Report hazard and incidents to their Supervisor/Manager
- Participate in your return to work plans

