



position description

POSITION TITLE	Road Reserves Permit and Compliance Officer
AWARD AND CLASSIFICATION	Wodonga Council Enterprise Agreement 2024 to 2027 (Band 5)
DIRECTORATE	Planning, Development and Infrastructure
BUSINESS UNIT	Compliance – Civic Services
REPORTS TO	Asset and Environment Compliance Officer
SUPERVISES	Nil
EMPLOYMENT STATUS	Full Time
DATE	
EMPLOYEE NAME	

ORGANISATIONAL CONTEXT

Wodonga Council’s vision for the city is to be seen as a ‘progressive, well-planned city that is affordable, offers an abundance of opportunities and is led by strong, empathetic stewardship. This vision will support us to realise our mission ‘to strengthen the community in all that we do’.

POSITION OBJECTIVES

The Road Reserves Permit Officer is responsible for the administration and enforcement of permits relating to works and occupations within the road reserve, including roads, footpaths, and Council buildings. This role ensures that all works carried out by the public or external organisations meet Council standards and requirements.

Key responsibilities include managing the vehicle crossing permit and approval process in line with Council policies and requesting related works through the Pathways and Finance systems. The officer will also support the Asset and Environment Compliance Officer in developing and delivering educational programs targeted at local builders, developers, and tradespeople—focusing on building site management and asset protection.

our values

TRUST - RESPECT - INTEGRITY - LEARNING

our mission

WE WILL STRENGTHEN THE COMMUNITY IN ALL THAT WE DO

ACCOUNTABILITY AND EXTENT OF AUTHORITY, INCLUDING DUTIES

This position may, under direction and within delegated authority:

- Prepare documentation for Notices to Comply under relevant legislation and Council Local Laws.
- Assist in the preparation and issuing of Infringement Notices where breaches are identified, in consultation with senior officers.
- Support the coordination of works with builders, developers, and other stakeholders to encourage compliance with relevant standards and Council policies.

This position's authority extends to:

- Administering permit processes related to works within road reserves, vehicle crossings, and temporary occupation of Council land, in accordance with defined procedures.
- Applying established Council policies and legislation to assess compliance and raise concerns with more senior staff when required.
- Making day-to-day operational decisions within established guidelines, with more complex or high-impact matters referred to the Manager or a senior officer for determination.

This position's duties include:

- **Permit Administration**
 - Administer Road Reserve Works Permits (e.g., vehicle crossings, nature strips) in line with Council policies and procedures.
 - Process applications, track progress, and manage records in Council's Pathway and Finance systems.
 - Monitor compliance with permit conditions and assist with refund processing.
 - Request related work through Council systems and escalate non-compliance or complex issues to senior officers as required.
- **Asset and Environmental Support**
 - Provide basic guidance to builders and developers on asset protection and environmental management requirements.
 - Conduct routine site checks and report concerns to relevant officers.
 - Support education activities relating to erosion, sediment control, and site management.
- **Compliance Monitoring**
 - Assist in preparing Notices to Comply and infringement documentation under direction.
 - Respond to general complaints and refer more complex matters appropriately.
- **Subdivision and Development Oversight**
 - Conduct routine inspections of subdivision and development sites to support compliance.
 - Liaise with internal teams regarding permit conditions and site activity.
- **Legislation and Enforcement Support**
 - Maintain knowledge of relevant legislation and apply it to day-to-day tasks.
 - Support the preparation of documentation and evidence for investigations or proceedings.
 - Attend hearings or tribunals as required, under supervision.
- **Administration and Reporting**
 - Maintain accurate records and documentation in accordance with Council requirements.
 - Assist in reporting, benchmarking, and business planning activities within the team.

COUNCIL EMPLOYEE VALUES AND BEHAVIOURS

You are expected to demonstrate the values in your everyday work and your interactions with colleagues and the community.

Trust	Talk straight – Say what you mean and mean what you say
	Create transparency – Do not withhold information unnecessarily or inappropriately
	Right wrongs
	Practice accountability – Take responsibility for results without excuses
	Extend trust – Show a willingness to trust others, even when it involves a measure of risk

Respect	Treat other people with courtesy, politeness and kindness, no matter what their position or opinion Listen first – Seek to understand others before trying to diagnose, influence or prescribe
Integrity	Tell the truth in an appropriate and helpful manner that does not compromise the organisation's objectives and values Keep confidences Do what you say you will do to the best of your ability Be open about mistakes Speak of those that are absent only in a positive way
Learning	Work together and learn from each other Continuously improve and innovate Be open to change There is a high degree of responsibility for results – delivery without excuses

JUDGEMENT AND DECISION-MAKING SKILLS

- Apply sound judgment and decision-making skills to specialised tasks, including improving existing methods and solving new problems.
- Assess risk and determine priority and response time for maintenance or rectification works in line with the Road Management Plan.
- Exercise discretion in assessing Road Reserve Works Permit applications and determining appropriate conditions.
- Make decisions within the authority of Council and relevant Local Laws, with guidance available from the Manager Planning, Manager Outdoor Operations, or other senior staff as required.

SPECIALIST KNOWLEDGE AND SKILLS

- Understanding of the long-term objectives of the business unit and relevant policies, including the Road Management Plan, Road Management Act, and other applicable legislation, codes, and standards.
- Knowledge of compliance and enforcement principles, including the implementation of Local Laws and related Acts.
- Awareness of asset condition assessment and maintenance procedures.
- Working knowledge of the Local Government Act 1989, associated Local Laws, and related administrative procedures.
- Ability to interpret and assess erosion and sediment control plans for both residential and commercial developments.
- Basic understanding of planning legislation and ability to interpret planning permit conditions.
- Proficiency in reading and interpreting development plans and supporting documentation.
- Capacity to educate builders, developers, and contractors on best practice asset protection and environmental compliance.
- Ability to assess compliance with statutory requirements, Council policies, and Local Laws in and around development sites.
- Competence in assessing risk and taking appropriate action.
- Familiarity with environmental protection practices, including soil and water conservation codes and standards.

MANAGEMENT SKILLS

Ability to manage time effectively, set priorities, and plan work to meet defined objectives within available resources and timeframes.

INTERPERSONAL SKILLS

- Strong verbal communication skills to engage with clients, the public, and staff, providing clear information and supporting compliance through education and guidance.
- Well-developed written communication skills, including the ability to prepare straightforward reports, correspondence, and documentation relevant to the role.
- Ability to gain cooperation and assistance from stakeholders in carrying out assigned duties.
- Able to liaise with counterparts in other organisations and across teams to coordinate routine operational matters and maintain consistent service delivery.

INFORMATION TECHNOLOGY SKILLS

Proficient in computer use, with the ability to quickly learn and adapt to software systems relevant to the role and used within the organisation.

CUSTOMER SERVICE SKILLS

Deliver customer service that is honest, respectful, and professional—meeting commitments, communicating clearly, resolving issues, and supporting equitable access for all, including people with disabilities.

EMERGENCY MANAGEMENT DUTIES

Assist in responding to emergency situations impacting Council operations or community wellbeing, as required.

QUALIFICATIONS AND EXPERIENCE

- Experience in development compliance, environmental enforcement, building, or related compliance activities within local government or a similar environment is desirable.
- A background in building, construction, maintenance, or roadworks—particularly in inspection or compliance roles—is valued.
- A Certificate IV in Government Compliance or equivalent qualification is desirable.

LICENCES AND MANDATORY REQUIREMENTS

- Current Driver's License.
- National Police Check, to be provided prior to commencement.
- Valid White Card (OHS General Induction for construction work).
- Completion of a Pre-employment Functional Assessment.

EQUAL OPPORTUNITY EMPLOYER

We are committed to creating a diverse, inclusive, and respectful workplace where everyone is treated fairly and with dignity. We ensure equitable and non-discriminatory practices in all employment decisions, regardless of age, gender, disability, marital or parental status, sexual orientation, race, cultural background, religious beliefs, or any other protected attribute. We recognise our responsibility to uphold equal opportunity principles and actively work to prevent all forms of discrimination.

COGNITIVE JOB DEMANDS

This Officer-level role requires:

- Managing difficult conversations professionally
- Meeting performance expectations
- Adapting to change and workplace demands

- Remaining resilient under pressure and in challenging situations

KEY SELECTION CRITERIA

1. Demonstrated knowledge and/or qualifications in building, development compliance, or a related field, with a basic understanding of relevant legislation, permits, and orders.
2. Ability to interpret plans and conduct site inspections to assess compliance with statutory requirements and refer or action routine matters in accordance with established procedures.
3. Effective interpersonal and communication skills, with the ability to explain requirements, provide guidance, and engage cooperatively with a range of stakeholders within a regulatory or compliance environment.
4. Sound problem-solving skills, with the ability to follow set procedures, work independently within defined guidelines, and contribute to team objectives while upholding Council values.

Staff member signature

ATTACHMENT 2

INHERENT REQUIREMENTS OF THE JOB

Wodonga Council will provide reasonable adjustments to assist a person with a disability to perform these inherent requirements of the job.

FREQUENCY	% OF WORKDAY / TASK
Rare (R)	0-5%
Occasional (O)	6-33%
Frequent (F)	34-66%
Constant (C)	67-100%

TASK	DESCRIPTION	INHERENT REQUIREMENTS	DEMAND	FREQUENCY			
				R	O	F	C
Road management plan inspections	Develop, and review road management inspection plans, and carrying them out	<ul style="list-style-type: none"> Effectively communicate with staff of all levels Receive and give instructions Liaison with external agencies Decision making, independently and collaboratively Utilisation of a phone and tablet Data entry - computer and tablet Hand writes notes Drive company vehicles 	Walking			X	
			Standing			X	
			Sitting			X	
			Bending		X		
			Kneeling		X		
			Squatting		X		
			Carrying <5kgs		X		
			Neck rotation	X			
			Fine motor skills			X	
			Understand instructions				X
			Maintain concentration				X
			Make decisions				X
			Solve complex problems				X
			Prioritisation				X
Road reserve works permit	Provide education relating to environmental protection, including enforcement	<ul style="list-style-type: none"> Effectively communicate with staff of all levels Receive and give instructions Liaison with external agencies Decision making, independently and collaboratively Utilisation of a phone and tablet Data entry - computer and tablet 	DEMAND	FREQUENCY			
				R	O	F	C
			Walking			X	
			Standing			X	
			Sitting			X	
			Bending		X		
			Kneeling		X		
			Squatting		X		
			Carrying <5kgs		X		
			Neck rotation				X
			Fine motor skills			X	
			Understand				X

		<ul style="list-style-type: none"> Hand writes notes Drive company vehicles 	instructions				
			Maintain concentration				X
			Make decisions				X
			Solve complex problems				X
Subdivision and large development sites	Carry out inspections of sites, respond to complaints and enforce compliance	<ul style="list-style-type: none"> Effectively communicate with staff of all levels Receive and give instructions Liaison with external agencies Decision making, independently and collaboratively Utilisation of a phone and tablet Data entry - computer and tablet Hand writes notes Drive company vehicles 	DEMAND	FREQUENCY			
				R	O	F	C
			Walking			X	
			Standing			X	
			Sitting			X	
			Bending		X		
			Kneeling		X		
			Squatting		X		
			Carrying <5kgs		X		
			Neck rotation				X
			Fine motor skills		X		
			Understand instructions		X		
			Maintain concentration		X		
			Make decisions				X
			Solve complex problems			X	
Legislation and legal duties	Be aware of, and report on relevant statutory legislation relating to the role	<ul style="list-style-type: none"> Effectively communicate with staff of all levels Receive and give instructions Decision making, independently and collaboratively Utilisation of a phone and tablet Prolonged computer use - report writing, research, reading Hand writes notes Driving company vehicles Attend court proceedings 	DEMAND	FREQUENCY			
				R	O	F	C
			Walking		X		
			Standing		X		
			Sitting				X
			Bending		X		
			Neck rotation				X
			Fine motor skills			X	
			Understand instructions				X
			Maintain concentration		X		
			Make decisions		X		

Administration and finance	Use computer skills to keep records and maintain reporting requirements	<ul style="list-style-type: none"> Effectively communicate with staff of all levels Receive and give instructions Decision making, independently and collaboratively Utilisation of a phone and tablet Prolonged computer use - report writing, research, reading Hand write notes 	Solve complex problems		X		
			Prioritisation				X
			DEMAND	FREQUENCY			
				R	O	F	C
			Walking		X		
			Standing		X		
			Sitting		X		
			Bending		X		
			Neck rotation		X		
			Fine motor skills			X	
			Understand instructions				X
			Maintain concentration				X
			Make decisions				X
			Solve complex problems		X		
			Prioritisation				X

