



POSITION TITLE	Asset and Environment Compliance Officer
AWARD AND CLASSIFICATION	Wodonga City Council Enterprise Agreement 2024 to 2027 Band 6
DIRECTORATE	Infrastructure & Growth
BUSINESS UNIT	Compliance (as part of the Planning and Building Unit)
REPORTS TO	Team Leader Compliance
SUPERVISES	Road Reserve Works Permit Officer
EMPLOYMENT STATUS	Permanent 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 Asset and Environment Compliance Officer is responsible for undertaking routine maintenance inspection and enforcement of compliance of all council assets including environmental lands, protection of trees and open spaces. The position will also be tasked to investigate reported breaches of the Wodonga Planning Scheme, unauthorized building works and undertake compliance and enforcement actions as required.

Routine maintenance inspection of council assets in accordance with the City of Wodonga Road Management Plan includes proactive and timely inspections on the region's assets including, roads, kerb and channel, drainage, bridges and other physical infrastructure to minimise risk for the user, other areas to be inspected are designated environmental lands, open spaces and protected trees.

The Asset and Environment Compliance Officer is responsible for the administration of the Road Reserves Works

our values

TRUST - RESPECT - INTEGRITY - LEARNING

our mission

WE WILL STRENGTHEN THE COMMUNITY IN ALL THAT WE DO

permit process to ensure works within the road reserve are performed to council standards. The Asset and Environment Compliance Officer is also responsible for the control and administering of the vehicle crossing permit and approval process in accordance with council requirements/policy including authorising works through council's 'Pathway' system. Monitor permit requirements and authorise deposit refunds through council's Pathways and Finance system.

ACCOUNTABILITY AND EXTENT OF AUTHORITY, INCLUDING DUTIES

Road Management Plan inspections

- Develop in conjunction with the Team Leader Roads Maintenance and Manager Outdoor Operations, inspection programs that ensure the requirements of the Road Management Plan are met.
- Assess and prioritise defects and maintenance works identified as part of the inspection program. Assets to be inspected include:
 - Road pavements - sealed and unsealed
 - Road obstructions - e.g. overhanging branches, obstructions at intersections
 - Kerb and channel
 - Signage
 - Guard rail
 - Line marking
 - Drainage pits
 - Pathways
- Inspect, assess and input into asset data capture system in consultation with the Team Leader Roads Maintenance and Manager Outdoor Operations. Record the appropriate action in accordance with the defined intervention levels as specified in the Road Management Plan.
- Contribute to the ongoing development and maintenance of the inspection procedures and processes.
- Control and administer the vehicle crossing permit and approval process in accordance with the council requirements/policy including authorising works through council's Pathway system
- Monitor permit requirements and authorise deposit refunds through council's Pathway and Finance systems.

Road reserve works permit

- Educate and encourage builders and developers to implement best practice erosion and sediment control measures and to comply with planning permit conditions relating to soil/water management and environmental protection.
- Authorised to issue Notice to Comply and Infringements Notices as deemed appropriate in accordance with the relevant Local Laws.
- Provide guidance, education and enforcement to builders and developers concerning their obligations in relation to the protection and preservation of council's assets, including the environment and amenity, as follows:
 - Road network
 - Street furniture
 - Footpaths
 - Street trees
 - Kerb and channel
 - Nature strips
 - Stormwater drainage
 - Parks, reserves, environmental land

- Administer, monitor and enforce the conditions relating to the Road Reserve Works Permit.
- Monitor permit compliance and authorise deposit refunds.
- Maintain records of inspections and surveillance and provide regular reports on activities to the Team Leader Roads Maintenance, Natural Resources Coordinator and Manager Outdoor Operations.
- Obtain suited statements, evidence and prepare brief for legal action for breaches of the Planning and Environment Act/Scheme and/or Building Acts/Regulations.
- Provide assistance to the Planning and Building Services departments to ensure the enforcement of statutory controls and to assist with the investigation of breaches of these controls/laws.

Subdivision and large development sites

- Exercise the delegated powers as a duly authorised officer under the provisions of the Planning and Environment Act 1987, Environment Protection Act 1970 and the Subdivision Act 1988.
- Liaise with the Planning and Infrastructure teams with regards to any current permits and approved plans relating to active subdivision/development sites and the conditions of any such approvals as they relate to asset and environmental protection.
- Participate in a proactive inspection program of active residential and commercial subdivision sites and follow up non-compliant issues relating to asset and environmental protection in a timely manner.
- Respond to all complaints and reports received referring to subdivision or development sites, and undertake investigations and/or inspections as deemed necessary to establish whether the complaints or report are justified. Initiate appropriate action to correct the cause of the complaint or report.

Environment Protection

- Assist the Team Leader Compliance by responding to all complaints relating to environmental protection to correct the cause of complaint.
- Provide assistance to statutory bodies and council officers to ensure the enforcement of statutory controls and procedures.
- Make recommendations to the Team Leader Compliance with regard to environmental protection policies.
- Establish and maintain strong links with EPA and other regulatory bodies.
- Assist in drafting policies and procedures relating to all relevant environmental protection issues.

Local Laws

- Assist the Team Leader Compliance in coordinating local law activities.
- Assist the Team Leader Compliance by responding to all complaints received relating to local laws, and undertake investigations and/or inspections as deemed necessary to establish whether the complaints are justified, and initiate appropriate action to correct the cause of complaint.

Planning and Building Investigations, Compliance and Enforcement

- Responsible for the planning investigation, compliance and enforcement of alleged breaches of the *Planning and Environment Act 1987*, the Wodonga Planning Scheme, the *Building Act* and other related legislation. This includes working closely with internal and external stakeholders to ensure alleged breaches are addressed in a timely and cost-effective manner and in accordance with council's legal obligations and community expectations.
- Make recommendations on planning compliance matters and other related matters under consideration to the Team Leader Compliance.
- Provide advice to the general public and others on planning and building compliance and associated issues.
- Provide direct support and assistance to the Team Leader Compliance.
- Act as an Authorised Officer of the Council pursuant to the *Planning and Environment Act*, the *Subdivision Act*, the *Infringements Act*, the *Local Government Act* and the *Building Act*.

Legislation and legal duties

- Maintain a thorough knowledge and awareness of relevant statutory legislation pertaining to the position generally.
- Assist with the preparation of internal reports on any breaches of legislation with recommendations for actions considered necessary or desirable.
- Prepare briefs of evidence and prepare charge and summons as required.
- Prepare warnings and/or material for appeal or litigation proceedings as required or directed.
- Issue infringements in accordance with detected breaches of the various Acts and Regulations.
- Attend court proceedings, administrative appeal tribunal hearings or other proceedings for the purpose of giving evidence as required.
- Prepare notices and reports for matters arising requiring attendance at VCAT.

Accountability and Extent of Authority

- The Asset and Environment Compliance Officer's freedom to act is subject to regulations and policies, with the authorisation to act under the Local Government Act 1989/2020 and Regulations, and Wodonga Local Laws 1/2014, Planning and Environment Act 1987, Subdivision Act 1988, Environment Protection Act 2017 and council policies, as they relate to asset and environmental protection.
- The effects of decisions and actions taken in this role may be significant but are usually subject to appeal or review by the Manager of Planning or other senior colleagues.

The position has the authority to:

- Issue notices to comply in accordance with the Local Government Act 1989/2020, the Subdivision Act 1988, Environment Protection Act 2017 and Planning and Environmental Act 1987 and the Local Law 1/2014.
- Issue infringement notices in accordance with the Local Laws, Planning, Subdivision, Environmental Acts and the Infringements Act, 2006.
- Direct builders, owners, developers or service authorities to undertake works in accordance with relevant legislation, codes, and standards and council policy.

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

CAPABILITIES AND BEHAVIOURS

Demonstrate competency in each of the 7 capabilities of an Officer, according to the People and Performance Framework in Attachment 1, and practice the corresponding behaviours indicated for each capability.

JUDGEMENT AND DECISION-MAKING SKILLS

- Be organised and prioritise daily and weekly activities.
- Determine appropriate action, perform tasks according to established practices and procedures and escalate issues appropriately.
- Sound judgement and decision making skills in order to carry out specialised work, which can often involve improving and developing upon methods and techniques and applying these techniques to problem solve new situations and circumstances.
- The ability to use sound judgement to carry out risk assessments to determine the priority and response time required for maintenance or rectification works as it relates to asset inspections required under the Road Management Plan, the Planning and Environment Act, 1987 and the Building Act, 1993.

- The ability to use sound judgement in relation to the assessment of Road Reserve Works Permit applications.
- Authority of council for decision making in relation to the application of relevant Local Laws.
- Guidance and advice would usually be available from the Manager of Planning, Manager Outdoor Operations or other relevant senior colleagues.

SPECIALIST KNOWLEDGE AND SKILLS

- An understanding of the long term goals of the business unit, and relevant policies of the unit and wider organisation, including but not limited to the Road Management Plan, the Road Management Act and other relevant Acts, policies, regulations, codes of practice and processes.
- An understanding of compliance and enforcement, implementation of Local Laws and Acts.
- An understanding of asset condition assessment and maintenance procedures.
- Sound knowledge and understanding of the principles of road construction methodologies and the techniques involved in road maintenance.
- Understand and have detailed knowledge of the Local Government Act 1989 and associated Local Laws and the administrative procedures.
- Ability to assess erosion/sediment control plans for large and small scale commercial and residential development and building sites.
- Knowledge of planning legislation to interpret planning permit conditions.
- Ability to read and interpret plans and associated documentation relating to building development.
- Ability to educate builders, developers, contractors, NE Assets Officers and others to ensure compliance with best practice asset protection and soil and water conservation.
- Ability to assess compliance with relevant statutory requirements, council policies and local laws on and adjacent to development sites as they relate to the activities being conducted at that site.
- An ability to assess risk and take appropriate action.
- Working knowledge of best practices, codes and standards re environmental protection, soil and water.

MANAGEMENT SKILLS

- Good time management and the ability to prioritise tasks.
- Meet deadlines, as discussed with the supervisor.
- Receive and follow directions from a supervisor and seek workload management support when required.
- Be honest and transparent in all dealings, and report suspected fraud or corruption.
- Understand risk and consider it when performing work
- Take care of own safety and wellbeing and that of other staff, and follow OHS procedures.
- Report hazards, risks and behaviours that may not comply with organisational or legislative requirements.
- Manage own time effectively, and work to deadlines.
- Maintain personal hygiene and meet dress standards set for the position, including to wear any uniform and use any personal protective equipment prescribed for the position and particular work duties.

INTERPERSONAL SKILLS

- Work cooperatively as part of a team.
- Maintain confidentiality as required.
- Document work according to established practices.
- Communicate effectively with other employees and external stakeholders.

- Gain cooperation and assistance from others (including other employees).

INFORMATION TECHNOLOGY SKILLS

Be computer literate and have the ability to quickly learn and adopt software programs used by the organization relevant to the position.

CUSTOMER SERVICE SKILLS

Meet customer service expectations to:

- Be honest, ethical and professional.
- Be helpful and courteous.
- Listen with respect and understand the customer's issues.
- Meet commitments made.
- Keep the customer informed.
- Ensure that the customer understands what is being said.
- Apologise if a mistake is made and attempt to make it right.
- Assist customers with physical, sensory or intellectual disabilities, to achieve equitable access to council services.

EMERGENCY MANAGEMENT DUTIES

As and when required, assist in dealing with any emergency situation which affects the operation of the council and/or wellbeing of the community.

QUALIFICATIONS AND EXPERIENCE

- Previous experience as a Development Compliance Officer within a council or practical experience in an environmental enforcement related field or planning, building and development compliance desirable.
- Tertiary or other relevant qualifications in planning, building, engineering, construction and maintenance, roads construction and inspections or equivalent.

LICENCES AND MANDATORY REQUIREMENTS

- Current Drivers Licence
- National Police Check (required to be supplied by the employee or prospective employee prior to commencement)
- OHS General Induction (White Card) for construction works
- Pre-employment Functional Assessment

EQUAL OPPORTUNITY EMPLOYER

Wodonga Council is an equal opportunity employer. We ensure fair, equitable and non-discriminatory consideration is given to all, regardless of age, sex, disability, marital status, pregnancy, sexual orientation, race, religious beliefs or other protected attribute. We recognise our proactive duty to ensure compliance with equal opportunity and to eliminate all forms of discrimination.

INHERENT REQUIREMENTS OF THE JOB

For details of the inherent requirements of the job, please see Attachment 2.

COGNITIVE JOB DEMANDS

The position is required to operate at the Officer level and will be required to demonstrate the personal competencies and behaviours detailed in the People and Performance Framework attached. The cognitive demands of the role include:

- Having difficult or uncomfortable conversations.
- Meet performance expectations.
- Working in a professional capacity within the work environment.
- Being willing and able to adapt to change.
- Demonstrating resilience under pressure, and in changing and challenging circumstances.

KEY SELECTION CRITERIA

1. Relevant qualifications and/or significant experience, including knowledge of relevant legislation, planning, building and development compliance permits and orders.
2. Ability to read and interpret plans, undertake inspections to assess compliance against statutory requirements and take appropriate compliance and enforcement action.
3. Well-developed communication skills with the ability to clearly and confidently liaise with stakeholders and develop solid working relationships in order to mediate, negotiate, educate and provide direction within the scope of compliance and enforcement activities.
4. Ability to work autonomously and confidently problem-solve situations that require high level critical thinking skills.
5. Ability to demonstrate strong personal values that align with council, including the ability to be flexible and adaptable to a variety of situations.

Staff member signature

People and performance framework

<div>CUSTOMER SERVICE AND COMMUNICATION</div> <div> Understanding and valuing our customer needs to make sure we provide quality customer service.</div>		<div>BUILD AND ENHANCE RELATIONSHIPS</div> <div> Collaborating and working with our people and community.</div>		<div>PLAN, ORGANISE AND DELIVER</div> <div> Performing work to the best of our ability to deliver successful outcomes for our people and community.</div>	
<div>FUTURE FOCUS</div> <div> Identifying ways we can do better and anticipating future opportunities.</div>	<div>PEOPLE DEVELOPMENT</div> <div> Looking after the personal and professional growth of our people.</div>	<div>MANAGE HEALTH AND WELLBEING</div> <div> Recognising the importance of staff health and wellbeing.</div>	<div>SAFETY AND RISK MANAGEMENT</div> <div> Prioritising safe and ethical behaviour and decision-making in everything we do.</div>		

Customer Service and Communication	
Demonstrates commitment to a high standard of service to customers and the community.	<ul style="list-style-type: none"> • Is helpful, shows respect, courtesy and fairness with staff and customers • Demonstrates empathy and a willingness to assist • Communicates information clearly • Listens and asks questions to understand customer needs and point of view • Proactively seeks solutions and keeps customers informed of progress • Operates within council procedures and policies • Writes in a way that is logical and easy to follow

Build and Enhance Relationships	
Works co-operatively and effectively with others.	<ul style="list-style-type: none"> • Demonstrates clear, open and honest communication • Works constructively to resolve conflict • Shows enthusiasm to help others • Listens and respects the value of different views, ideas and ways of working • Builds and sustains positive relationships with staff and customers • Actively participates in team and other activities • Keeps others informed and seeks clarification when required

Plan, Organise, Deliver	
Organises and prioritises own work to meet work commitments.	<ul style="list-style-type: none"> • Demonstrates effective use of time and resources to meet expectations and achieve outcomes • Understands what is required of the role and how this contributes to team priorities • Keeps appropriate people informed on progress of tasks and projects • Seeks information when required, demonstrates initiative • Undertakes to complete all tasks with a positive, can-do attitude

Future Focus	
Looks for improvements and is adaptable to change.	<ul style="list-style-type: none"> • Understands council vision and purpose and how their role fits in • Is willing to adapt to changing processes, systems, technology and environments • Looks for improvements and better ways of doing things • Seeks support and clarification when required
People Development	
Welcomes opportunities for learning and self-development.	<ul style="list-style-type: none"> • Displays council values • Reflects upon own performance • Seeks and acts upon feedback • Sets goals for personal and professional development • Finds ways to learn and improve in the completion of day-to-day tasks • Takes responsibility for own work and meeting job requirements
Manage Health and Wellbeing	
Takes responsibility for self-care and managing work-life balance.	<ul style="list-style-type: none"> • Demonstrates effective time management and prioritising of tasks • Is aware of, controls and expresses their own emotions appropriately • Recognises when support is needed • Accepts responsibility for their own actions and outcomes • Is aware of the importance of self-care
Safety and Risk Management	
Takes responsibility for personal actions and reports safety and compliance concerns.	<ul style="list-style-type: none"> • Remains vigilant in ensuring a safe working environment for self and others • Is aware of risk and takes action to prevent problems • Reports hazards, incidents (including near misses) and compliance concerns in a timely way • Understands the importance of honesty and transparency • Avoids and discloses conflicts of interest and guards against the misuse of council resources and assets • Complies with policies and procedures

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 WORK DAY / 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
Asset and Environment Compliance Officer	Responsible for undertaking routine maintenance, inspection, and enforcement of compliance of all council assets. Includes administration and enforcement of the Road Reserve Works Permit and the vehicle crossing permit.	<ul style="list-style-type: none"> Capacity to sit for up to 2 hours Capacity to stand and walk intermittently throughout the day Capacity to walk on even / uneven ground/ sloped surfaces and negotiate obstacles (e.g. when carrying out inspections on subdivision and large development sites). Capacity to negotiate steps as required. Capacity to alternate posture between sitting and standing frequently Capacity to reach between ground and shoulder height Capacity to kneel and squat to ground level occasionally Capacity to lift up to 20kg from floor to shoulder height and carry up to 20 metres infrequently Capacity to carry supplies frequently when onsite – e.g. tablet, camera, note pad Capacity to drive company vehicle up to 30 minutes frequently. Hand grip and dexterity Use of phones, tablets, cameras, printers, photocopiers, computers, and relevant IT systems Ability to think strategically and provide specialist advice to employees within the organization and externally. 	Sitting			X	
			Standing			X	
			Walking			X	
			Lifting < 20kgs	X			
			Carrying		X		
			Pushing		X		
			Pulling		X		
			Climbing	X			
			Bending		X		
			Twisting		X		
			Squatting		X		
			Kneeling		X		
			Reaching			X	
			Fine motor				X
			Neck postures	X			
			Accepting instructions				X
			Providing instructions				X
			Sustained concentration				X
			Major decision making				X
			Complex problem solving				X
			Supervision of others				X
			Interaction with others				X
			Exposure to confrontation				X

		<ul style="list-style-type: none"> • Ability to liaise with staff of all levels both internally and externally. • Ability to manage conflict and converse with disgruntled or abusive people (internally and externally). • Ability to build and maintain professional relationships with builders, contractors, subcontractors, community members, developers, building industry bodies, and external agencies (such as WorkSafe Vic). • Possess strong interpersonal communication, organisational, and time management skills. • Ability to work both independently and in a team environment. 	Respond to change				X
			Prioritisation				X