

# Whitehorse City Council

## Position description

|                                                                                         |                                       |
|-----------------------------------------------------------------------------------------|---------------------------------------|
| <b>Position title:</b> Building Inspector                                               |                                       |
| <b>Classification:</b> Band level 7                                                     | <b>Effective Date:</b> September 2026 |
| <b>Reports to:</b> Coordinator Building Services<br>(Municipal Building Surveyor - MBS) | <b>Tenure:</b> Permanent – Full Time  |

### About Us:

At Whitehorse City Council, community is at the heart of everything we do.

We aspire to be a healthy, vibrant, prosperous and sustainable community. We enable this through strong leadership and community partnerships.

We strive to stay ahead of evolving changes and needs of our community.

Our five key principles empower our employees to be innovative and provide an excellent customer experience. We are a resilient organisation where everyone belongs.



### CREATe - Our Values and Behaviours:

Our shared values and behaviours are integral to how we go about our work, interact with each other and our community. Our employees 'live' these shared values. In living these values we also ensure that everyone has a voice and that everyone matters.

#### Collaboration

We work flexibly together to achieve outcomes and solve problems.

#### Respect

We actively listen, value diversity and care.

#### Excellence

We adapt, respond, learn and grow.

#### Accountability

We take responsibility and follow through on our promises.

#### Trust

We act with integrity and are empowered to make decisions.

City of Whitehorse is a culturally and linguistically diverse community. We are proud of the diversity of our workforce and recognise the strength this provides in meeting the needs of our community. We are committed to upholding a safe, inclusive and respectful workplace that values the contribution of all.

Whitehorse City Council is committed to being a child safe organisation. We recognise our responsibilities to keep children and young people safe from harm and have established policies, procedures and training to achieve these commitments.



## Goal Statement

This position has a strong customer service ethos and will require a proactive and solution orientated approach to all matters to achieve high-quality outcomes. As a Building Inspector you will be responsible for providing information and assistance to members of the community including clients about policies and legislation, including; Building Control responsibilities of Council and the Building Regulations.

To manage enforcement of Building Regulations for building safety and regulatory compliance within the Whitehorse Municipality including mandatory & building enforcement inspections

The Building Services Team has a primary function within the Whitehorse Municipality to ensure ongoing legislative and statutory process for building safety, building enforcement and building related permitting and record keeping.

The team looks after Building enforcement functions, high risk buildings, Public Protection, Swimming pool and Spa safety, building permitting service, Reports and Consents, Essential Safety Measures, Places of Public Entertainment permitting, building investigations, customer enquiry response, emergency response and issuing Building Notices and Orders for both the organisation and the community.

This enables team members to be exposed to all facets of the Building Surveying profession, encouraging growth, continuous improvement, learning and upskilling. In this diverse role

## Key Responsibilities

### Position Specific Responsibilities

- Within levels of registration and authorisations, undertake inspections of reported ESSM, illegal building works, non-compliant pools/spas, inspect properties for report and consent referrals, damaged buildings and dangerous buildings. Liaise with occupiers, owners and their representative under direction of the Municipal Building Surveyor (MBS).
- Drafting and management of enforcement case documents, Building Notices and Building Orders for Building Surveyor(s) and the MBS.
- Attend and provide expert evidence at legal proceedings as required.
- Undertake mandatory building inspections for Building Permits and the like
- Liaise with occupiers, owners and their representatives the requirements of swimming pool safety, the Building Act and Building Regulations.
- Provide high-quality customer service to Council staff, members of the public, relevant authorities and other stakeholders.



- Provide information and service to customers in person, on site, at counter, by phone or by correspondence in accordance with registration and areas of knowledge. Ensure customer need is referred to appropriately and follows the Whitehorse customer service commitment and principals.
- Maintain Building enforcement files in workflow and recordkeeping systems in accordance with department procedures and organisation policies.
- Participate in a culture of continuous improvement in departmental processes, practices and service delivery standards. Where requested contribute to the development and implementation of new systems and procedures.
- Observe safe work processes in accordance with experience and procedures. Report any risks to immediate supervisor. Risks arising in the workplace may be financial, safety, site, task or person specific.

### Corporate Responsibilities – Policy and Procedure Compliance

- Adhere to (and promote) HR, IT, OH&S/ Risk Management policies and all Corporate Policies, Procedures and the Organisational Goals and Values in the current Whitehorse City Council Collective Agreement.
- Understand the need to minimise risk to self and others and adhere to the Risk Management Policy (as it relates to the employees work area) to support safe work practices through legislative requirements & related procedures that are designed to minimise injury and/or loss to individuals, assets and equipment.
- Demonstrate understanding and accountability for record keeping policy including the accuracy and capture of data, the privacy laws and the sensitivities involved and the use, release and destruction of statutory documents.

### Accountability and Extent of Authority

- Work within levels of registration and powers delegated by MBS.
- Uphold professional standards in accordance with industry codes of conduct and professional registering body.
- Keep industry knowledge current and apply professional knowledge in the workplace.
- Oversee the investigation and case management processes and associated documentation.
- Provide building advice and accurate information to the Municipal Building Surveyor, customers, senior management and other staff.
- Create, maintain and store investigation and other work-related documentation in a timely, compliant and complete manner.
- Adhere to all applicable council and industry procedures, policies and codes — for example- maintaining the confidentiality of all documents within the control of the position.

**Budget:** Nil

**Staff responsibility:** The position will be responsible for mentoring & supervision of junior staff from time to time.



## Judgement and Decision Making

- The ability to interpret and apply building legislation to investigation in a complaint manner while knowing when to escalate a case to the Senior Building Surveyors and MBS for advice. To identify when a consultative approach to enforcement may be appropriate.
- The ability to discern the level of urgency and type of an enquiry/task to prioritise own work and, when needed, direct work to other appropriate team members.
- Follow department protocols and utilise discretion in the provision of information to building surveyors, legal practitioners, authorities and members of the public, which may have legal implications. Assistance and guidance is always available.
- Ensure that work practices are conducted in line with Council's OHS , WHS and Risk management policies, practices and relevant legislation.
- Ability to determine if a site visit or scene has the potential to or has become unsafe and take appropriate action.

## Specialist Knowledge and Skills

### Licences and Experience:

- Well-developed computer skills including proficiency with the Microsoft Office suite of programs and experience with geographic information systems. The role will assist with supporting customers with- specialist computer software programs used by the Building Services Team.
- Well-developed written and oral communication skills suitable to engage with internal and external stakeholders, team members, reporting authorities and community members.
- Broad knowledge of municipal requirements under the Victorian Building Act, regulations, codes and standards.
- Ability to write effective siting assessment reports in accordance with the requirements of the Building Act.
- Demonstrated knowledge and understanding of legislation relevant to the position.
- Well-developed knowledge and understanding of municipal building control functions including building related legislation, codes and standards.
- Demonstrated knowledge and understanding in the application of building control functions consistent with the level of the role, including the underlying principles as distinct from practices.
- Able to audit, assess and differentiate between multiple pool barrier standards.
- Analytical and investigative skills in searching for solutions to problems/opportunities.
- Ongoing development of skills and knowledge through attending professional development programs and taking a proactive approach to continually improving skills and abilities.
- Experience in the use of computer programs not limited to Microsoft software packages, and the ability to process ongoing levels of paperwork.



- Sound knowledge of Australian Standards including applicable to swimming pool safety.
- Ability to undertake mandatory & audit site inspections

### **Technology:**

- Ability to confidently use mobile phones, tablets, cameras and other mobile devices to support inspections, record keeping and communication while working in the field.
- Competence in using laptops, desktop computers, photocopiers, scanners and other standard office equipment.
- Sound experience using relevant software systems and applications, including Pathway, Content Manager/TRIM, Microsoft Word, Excel, Outlook and PowerPoint.
- Ability to use online communication and collaboration platforms, including Microsoft Teams and Zoom, to participate in meetings and share information effectively.
- Ability to manage multiple electronic tasks, records and competing priorities while maintaining accuracy and attention to detail.

### **Qualifications and Experience**

Qualifications and experience as a Building Inspector:

- Must have registration as Unlimited- Building Inspector with the Building and Plumbing Commission (BPC).

### **Interpersonal Skills**

- The position will liaise with Planning and Building staff members and other internal/external departments property owners, residents, customers and applicants.
- The position is required to maintain professional relationships with property owners, residents, applicants, managing agents OCs, and applicants.
- Interactions with internal and external authorities such as Building and Plumbing Commission (BPC), Fire Rescue Victoria - FRV, Vic-Police, SPASA and WorkSafe.
- A demonstrated ability to communicate information in a friendly and articulate way to members of the public who may at times display challenging or aggressive behaviour.
- Well-developed interpersonal Ability to liaise with, and gain the co-operation of, members of the public, other Government Departments and staff to resolve issues and achieve the aims of the unit and Council.
- Well-developed written communication skills including the ability to draft correspondence and write reports.
- Demonstrated ability to be self-motivated and a team player.



- A demonstrated ability to gain cooperation and assistance from client, members of the public, employees, and other stakeholders to facilitate favourable outcomes for council.
- Commitment to act impartially and in a professional manner and be aimed at achieving appropriate and consistent outcomes and the corporate goals and objectives.
- skills with the ability to effectively deal with difficult customers to resolve sensitive and complex issues.
- Ability to liaise with and gain cooperation of members of the Public and other Government Departments and staff to resolve issues and achieve the aim of the building services unit and Council.
- The ability to work as an effective member of a team to maximise the efficiency and effectiveness of the team.
- Ability to move affectively around buildings and land, not limited to crawling and climbing (steep slopes/ladders).

### **Key Relationships:**

- The position will liaise with Planning and Building staff members and other internal/external departments property owners, residents, customers and applicants.
- The position is required to maintain professional relationships with property owners, residents, applicants, managing agents OCs, and applicants.
- Interactions with internal and external authorities such as Building and Plumbing Commission (BPC), Fire Rescue Victoria - FRV, SPASA and WorkSafe.

### **Management and Leadership Skills**

- Ability to manage investigations and the associated stakeholder management from beginning to resolution.
- Good time management and organisational skills to produce timely and effective outcomes in a busy working environment.
- Ability to work effectively and efficiently and provide quality of service in a team.
- Attention to detail and accuracy and capacity for reasoned decision making with the ability to clearly articulate these decisions and recommendations.
- Ability to manage and mentor staff on investigation and the associated stakeholder's management from beginning to resolution.

### **Application Requirements**

- A current Working with Children Check (WWCC). All positions within Council are required to have a current WWCC. All prospective employees cannot commence work with Council until they have a valid WWCC.
- Police Check results that are suitable for this position. All prospective employees will be required to undertake a national and/or international criminal history check



before commencing employment with Council. This check will be conducted and paid for by Council.

- Current Victorian driver's licence\*.
- The Right to live and work in Australia.

*Note\**: A commuter use vehicle is available with the position to be used in conjunction with the following Council policy and procedure as updated from time to time:

1) Fleet Policy October 2024 and (2) Fleet Procedure October 2024

### **Key Selection Criteria**

1. Victorian Building & Plumbing Commission, Registration as Unlimited Building Inspector.
2. Minimum 2 years in mandatory building and audit site inspection experience.
3. Minimum 2 Years Local Government Building Services experience including Inspections, Report and Consent, Pool Compliance, Place of Public Entertainment, ESSMs Audits & Public Protection.
4. Ability to undertake swimming pool and spa safety inspections, mandatory building and building enforcement inspections and associated enforcement functions
5. Well-developed interpersonal & IT skills in Pathway, CM, including verbal and written communication, negotiation, facilitation, and problem-solving skills.



## Physical Requirements

| Physical Functional Demand                                                                                                | Specific Physical Job Tasks | Frequency/Duration of performance of task per day | Comments       |
|---------------------------------------------------------------------------------------------------------------------------|-----------------------------|---------------------------------------------------|----------------|
| <b>Kneeling/Squatting</b><br>Tasks involve flexion/bending at the knees, ankle, and waist in order to work at low levels. |                             | Often                                             |                |
| <b>Hand/Arm Movement</b><br>Tasks involve use of hand/arms                                                                | Computer use                | Frequently                                        |                |
| <b>Bending/Twisting</b><br>Tasks involve forward or backward bending or twisting at the waist.                            |                             | Often                                             |                |
| <b>Standing</b><br>Tasks involve standing in an upright position                                                          |                             | Frequently                                        |                |
| <b>Reaching</b><br>Tasks involve reaching above head, and above and equal to shoulder height                              |                             | Frequently                                        |                |
| <b>Walking</b><br>Tasks involve walking on slopes and walking whilst pushing/pulling objects                              | Walking to meetings         | Sometimes                                         |                |
| <b>Lifting/Carrying</b><br>Tasks involve raising, lowering and moving objects from one level position to another          |                             | Sometimes                                         |                |
| Physical Functional Demand                                                                                                | Specific Physical Job Tasks | Frequency/Duration of performance of task per day | Comments       |
| <b>Pushing/Pulling</b><br>Tasks involve pushing/pulling away, from and towards the body                                   |                             | Sometimes                                         | When on ladder |
| <b>Keyboard Duties</b><br>Tasks involve sitting at workstation and using computer                                         | Writing and editing         | Frequently                                        |                |



|                                                                                                             |                                                                               |            |  |
|-------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------|------------|--|
| <b>Satisfactory Vision</b><br>Standard of vision required<br>equal to that required for<br>driver's licence | Standard of vision required<br>equal to that required for<br>driver's licence | Frequently |  |
|-------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------|------------|--|

**Any other relevant comments:**