



**Position Description**  
**Senior Construction Taskforce Officer/  
Construction Taskforce Officer**  
Development Assessment Branch  
Strategy and Sustainability Directorate

## ABOUT COUNCIL

Logan City Council offers a working environment that recognises innovation, creativity and teamwork, and encourages personal and professional development.

We are one of the largest Councils in Australia, providing community services and facilities to a growing population representing many different cultures. Our dedicated employees serve the City of Logan by successfully delivering a large and diverse portfolio of programs and services.



Logan City Council's Purpose is to make a positive difference in people's lives through the quality of the services we provide.

Our Goal is to be an organisation where our staff pursue excellence in all that they do with high levels of job satisfaction.

Our vision is to deliver an innovative, dynamic city of the future—one that offers social, environmental and economic health now and for future generations.

## OUR VALUES:



## ABOUT THE DEVELOPMENT ASSESSMENT BRANCH

The **Development Assessment Branch** delivers customer focussed services to the building and development industry, and the people of Logan. Diverse teams of industry professionals perform the core functions of development assessment and investigations related to planning, building, plumbing and engineering. The Development Assessment Branch has five programs:

### **Development Operations Program**

Provides planning and development related customer service, land use investigation services, and the Construction Taskforce. Develops, manages and improves business operations for the Development Assessment Branch.

### **Building and Business Services Program**

Delivers building searches and investigation services, and provides administrative support to the Development Assessment Branch.

### **Planning Assessment and Technical Services Program**

Delivers the planning assessment service including the fast track service and the environmental, parks and open space, traffic and transport, and hydraulic assessment of applications. Manages the pre-lodgement Meeting service.

### **Major Developments and Appeals Program**

Delivers the major development assessment service from concept to completion. Manages all aspects of the Planning and Environment Court appeal processes. Delivers Council's Plan Sealing service and Planning and Development Certificates.

### **Development Engineering Program**

Assesses development applications for operational works, plumbing and drainage to ensure engineering, plumbing and drainage works are completed to legislative requirements, Council standards and specifications.



## ABOUT THE ROLE

### TITLE

Senior Construction Taskforce Officer/Construction Taskforce Officer

### POSITION NUMBERS

8361, 8362

### CLASSIFICATION LEVEL

Queensland Local Government Industry (Stream A) Award – State 2017 – Level 4-6

### REPORTS TO

Construction Taskforce Coordinator

### JOB PURPOSE

To support quality development in Logan City through the effective management of construction impacts on the community arising from residential and commercial development activities.

To improve development industry practices through the timely enforcement of development conditions and environmental laws.

At Logan City Council we value the connections we build with customers, industry and the community.

### EXTENT OF AUTHORITY

Construction Taskforce Officers exercise a degree of autonomy within defined guidelines, policies and procedures and are able to achieve outcomes with general direction from the Construction Taskforce Coordinator.



## KEY RESPONSIBILITIES / ACCOUNTABILITY

### DECISION MAKING

Identify and assess compliant and non-compliant development and building practices with reference to the *Planning Act 2016*, the *Local Government Act 2009*, the *Environmental Protection Act 1994*, the *Waste Reduction and Recycling Act 2011*, the Logan Planning Scheme 2015, and Council's local laws.

Apply technical knowledge of development and building legislation and practices to make decisions about inspection techniques, relevant offences, and suitable penalties.

Apply technical knowledge of the development journey and contemporary development practices in the field.

Undertake on-site investigations, gather relevant evidence, facilitate resolution of issues, and initiate prompt enforcement outcomes, if required, in accordance with legislation.

Model exemplary compliance with Workplace Health and Safety legislation when attending active development and construction sites, traffic areas, bush land, drainage and waterway areas.

Provide clear and consistent advice and direction, demonstrating transparency, integrity and sound judgement.



**Performance Criteria** – your performance against these responsibilities will be assessed by obtaining feedback from customers on investigation outcomes, and feedback from the Construction Taskforce Coordinator on the quality of your evidence gathering and decision making practice.

## COMMUNICATION

Display engaging interpersonal skills to communicate complex concepts in plain language to customers, and build collaborative and respectful relationships with industry stakeholders.

Display empathy and tact when communicating with residents who are concerned about the impacts of development.

Negotiate with development stakeholders in a clear and effective manner to encourage their adoption of best practice development standards.

Build and maintain respectful professional relationships with development industry professionals such as developers, project managers, engineers and builders

Maintain clear and factual records that can contribute to legally enforceable compliance outcomes.

Maintain timely and effective communication with Councillors and senior staff about investigation outcomes.

**Performance Criteria** – your performance against these responsibilities will be assessed by obtaining feedback from stakeholders on the standard of your interpersonal communication, and feedback from the Construction Taskforce Coordinator on the quality of your written communication and record keeping.

## CUSTOMER SERVICE

Investigate and respond to complaints from members of the community about nuisances caused by development activity.

Manage expectations of the community about development using education and negotiation techniques

Conduct proactive inspections of development starts and attend pre-start meetings prior to the commencement of development projects.

Conduct reactive inspections in response to complaints about nuisances caused by development activity.

Make enquiries with stakeholders to obtain all relevant information about allegations of nuisances caused by development activity.

Advise, inform and educate development industry professionals about best practice to support quality development throughout Logan City, using educational materials and technical knowledge.

**Performance Criteria** – your performance against these responsibilities will be assessed by obtaining feedback from customers and from development industry professionals about the quality of information and advice you provide.

## GENERAL

The Branch Skills Matrix will be used for managing and supporting performance and development.

The appointed officer may have to undertake any other duties that are reasonably within scope of their skills, competence and training.



## WHAT WE'RE LOOKING FOR

### KNOWLEDGE, SKILLS AND QUALIFICATIONS

Knowledge of the *Planning Act 2016*, the *Environmental Protection Act 1994*, the *Building Act 1975*, the *Local Government Act 2009*, Logan Planning Scheme 2015, Council's local laws and associated codes, standards, and regulations.

Experience in undertaking investigations, and determination of appropriate compliance or enforcement responses.

Experience in reading and interpreting development conditions, approved plans of development, construction plans and traffic management plans.

Knowledge of the building and construction industry, and the practical implications of development in the local community.

Experience in delivering quality customer service as a technical expert who can translate complex information into simple concepts to facilitate customer understanding and manage expectations.

Highly developed conceptual, analytical and problem-solving skills in a specialist technical environment.

### SUCCESS PROFILE

To be successful in this role you need to have a **proven track record** in:

**Decision Making** – following a robust and rigorous investigative process to ensure quality decisions that can be legally enforced; and contributing to continuous improvement of program outcomes.

**Communication** – applying professional and respectful communication to customers, site staff and supervisors, and development management even in contentious or conflict situations; and negotiating effectively regarding development conditions and options for consideration to resolve a nuisance caused by development activity.

**Customer Service** – delivering excellent customer service to individuals and businesses; building and maintaining collaborative partnerships with internal and external stakeholders; and providing ethical and professional representation of Council at development and construction sites.

### REQUIREMENTS

To be employed in this position applicants must have a valid C class drivers' licence.

The successful candidate will need to be appointed as an 'authorised person' and pass a 'powers of entry' test in accordance with relevant legislation.

The incumbent of this position has been identified as a person working in an 'at risk work location' or is an 'at risk' worker. It is compulsory that the incumbent be protected by the relevant immunisation in accordance with Council's Staff Immunisation Management Directive. Vaccines for this position include Hepatitis A, Hepatitis B, Tetanus, and Q Fever.

This position may be required to be rostered for after-hours on-call duties.

### POSITION SPECIFIC CONDITIONS

To be considered for **appointment at level 5**, you need to have a proven track record in:

- undertaking complex investigations, conducting research and drawing conclusions to support consistent interpretation of legislation;
- explaining the findings, options and recommendations of a complex matter;
- exercising sound judgement based on knowledge and experience in providing best practice technical advice;
- coaching and mentoring staff to achieve quality customer service outcomes; and
- identifying work environment challenges and contributing to the implementation of solutions.



To be considered for **appointment at level 6**, you need to have:

- a tertiary qualification in an area related to the development industry
- extensive knowledge of, and experience in, undertaking duties across multiple disciplines including application of the *Environmental Protection Act 1994*, *Planning Act 2016*, *Plumbing and Drainage Act 2018*, and *Building Act 1975*, and respective codes, standards and regulations; and
- a proven track record contributing to the creation or development of strategic policy, and supporting team development to address challenges in the work environment.

The potential for future progression to a higher level will be determined through assessment against the key responsibilities/ accountability of the role and the identified attributes within the Branch Skills Matrix. Such assessment will occur as part of bi-yearly performance reviews targeted at actively supporting the development of our staff and early intervention to ensure that you are able to reach your full potential.

At Logan City Council we value our people by offering attractive opportunities to continue your education. In this role we believe that obtaining a Certificate IV in Government Investigations could extend the contribution that you make to your team and our customers. Such study would be voluntary and does not form part of the employment agreement or remuneration package. However, financial support may be available, subject to management approval, and in accordance with the management directive.

## REVIEW

This position description was reviewed in **December 2018**, and may be reviewed again as Council's organisation is developed or restructured. Any re-organisation of duties as a result of such changes will be discussed with the incumbent officer.