

WHITEHORSE CITY COUNCIL

Position description

Job title: Senior Building Inspector	
Classification: Band 7	Effective Date: May 2025
Reports to: Coordinator Building Services (Municipal Building Surveyor - MBS)	Tenure: 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 to provide an excellent customer experience. We are a resilient organisation where everyone belongs.



**Excellent Customer
Experience and
Service Delivery**



**Great
Organisational
Culture**



**Innovation
and Continuous
Improvement**



**Good Governance
and Integrity**



**Long Term
Financial
Sustainability**

We value:

Our shared values and behaviours are integral to how we go about our work, interact with each other and our community. It is expected that all 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.



WHITEHORSE CITY COUNCIL

Position description

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 ensuring administering the compliance program for swimming pool and spa safety within the municipality ensuring the statutory processes are met for both the organisation and the community.

The Building Services Team has two primary types of functions with the Whitehorse City Council – legislative enforcement and community building related record keeping. The team looks after Pool and Spa safety, Reports and Consents, Places of Public Entertainment permitting, building investigations, customer enquiry response, emergency response and issuing Building Notices and Orders

Position Objectives

- Working within the powers delegated from the MBS and in-line with the incumbent's level of registration, contribute to the operation, development and achievements of the Building Services Team through the delivery of effective and efficient building regulatory compliance service to the Whitehorse City Council community.
- To carry out and manage building enforcement activities and cases in support of the MBS, in accordance with council's systems and record keeping protocols, applicable legislation and industry code of conduct.
- Provide customer support for compliance enquiries, system support and information access and usage, as appropriate.

Key Responsibilities and Duties

Position Specific Responsibilities

- Within levels of registration, undertake mandatory building inspections, undertake inspections of reported ESSM, illegal building works, non-compliant pools/ spas, inspect building sites for report and consents, damaged buildings and dangerous buildings. Liaise with occupiers, owners and their representatives 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.

- 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, at counter, by phone or by correspondence in accordance with registration and areas of knowledge. Ensure customer need is referred to appropriately registered/qualified individual on requests/cases outside of area of knowledge or registration.
- 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.

Authority

Budget: Nil.

Staff responsibility: Nil.

- May be required to coach and mentor staff and contractors as required.

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 Victorian Building Authority - VBA, Fire Rescue Victoria - FRV, SPASA and WorkSafe.

Skills and Attributes

Qualifications and Experience

- Advanced Diploma in Building Surveying is essential or other suitable equivalent.
- A valid Victorian driver's licence.
- Preference given to candidates who have already obtained Building Inspector (Pool Safety) inspector's qualification with experience (Victoria).
- Experience working within a local government building team / building surveying industry & undertaking enforcement functions or similar private environment preferred.
- Knowledge and understanding Building Act 1993, Building Regulations 2018 or Planning and Environment Act 1987 and relevant Planning Schemes and the like.
- Well-developed communication and interpersonal skills and ability to independently managing time, planning and organising own work.
- Ability to manage multiple tasks and deal with complex issues whilst having sound experience in using relevant computer software packages such as Infor Pathways, CM/Trim, Microsoft Word, Excel and Outlook.

Accountability & 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.

Judgement and Decision Making:

- The ability to interpret and apply building legislation to investigations in a compliant manner while knowing when to escalate a case to the MBS for advice, and 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.
 - To make decisions within the limits of registration and delegated authority.
 - 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 ramifications. Assistance and guidance is always available.
 - Ensure that work practices are conducted in line with Council's 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.
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- 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

- 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.

- 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.

Interpersonal Skills

- 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.
- Ability to deal with a wide range of people to resolve disputes and achieve satisfactory outcomes to complaints and enquiries.
- 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.
- Well-developed interpersonal 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).

Leadership and Management Skills

Leadership / Management skills:

- Good time for self and 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 investigation and the associated stakeholder's management from beginning to resolution.

Application Requirements

- Satisfactory National (and International as applicable) Criminal History Check.
- Working with Children Check.
- A valid Victorian driver's licence.

Key Selection Criteria

1. Victorian VBA Registered Building Inspector/ Surveyor.
2. Minimum 2 years Building Inspection experience.
3. Minimum 2 Years Local Government Building Services exposure to Report and Consent, Pool Compliance, Place of Public Entertainment, customer request management, enforcement inspections and associated enforcement functions.
4. Well-developed interpersonal & IT skills in Pathway, CM, including verbal and written communication, negotiation, facilitation, and problem-solving skills.

Other Notes:

Access to a Council supplied vehicle is available with the position to be used pursuant to Council policy and procedure:

- 1) Fleet Policy October 2024
- 2) Fleet Procedure October 2024

PHYSICAL REQUIREMENTS FOR POSITION

POSITION TITLE: : Building Inspector

LOCATION/DEPARTMENT: City Planning Development

TASK DESCRIPTIONS (Tick relevant frequency)

Task	Performed Often	Performed Sometimes	Never/Rarely Performed
Keyboard duties	✓		
Reading tasks	✓		
Writing tasks	✓		
Sitting (extended periods)	✓		
Walking/standing (briefly)	✓		
Walking/standing (extended)	✓		
Driving car/utility/truck		✓	
Lifting/carrying duties (light)		✓	
Lifting/carrying duties (heavy)			✓
Pushing/pulling tasks (light)		✓	
Pushing/pulling tasks (heavy)			✓
Chopping/digging tasks			✓
Bending/kneeling requirements		✓	
Climbing stairs/ladders/scaffolds		✓	
Handling grease/oils			✓
Exposure to dust/dirt			✓
Exposure to hazardous materials			✓
Exposure to noise			✓
Repetitive arm/wrist/hand movements		✓	
Other (please specify)			