

# POSITION DESCRIPTION

<b>POSITION</b>	<b>POSITION NUMBER</b>
Senior Asset Surveillance Officer	1087a
<b>CLASSIFICATION</b>	<b>LOCATION</b>
Band 5	Phoenix Building
<b>DEPARTMENT</b>	<b>DIVISION</b>
Infrastructure	Infrastructure and Environment
Ballarat City Council Enterprise Agreement No. 8 2019	

## Position Objectives

- Conduct surveillance of works undertaken on City of Ballarat land.
- Aim to protect City of Ballarat assets and ensure reinstatement works meet City of Ballarat standards.
- Undertake proactive and reactive defect inspections.
- Undertake proactive condition inspections of council assets.
- Assist in ensuring the accuracy, completeness and relevance of data collected by Asset Management.
- Undertake team administration to facilitate surveillance and inspections.
- Possess a good working knowledge of the organisation, its people and processes
- Be a key player in fostering a positive and productive team environment.
- Provide administrative support to the Asset Surveillance Supervisor as directed.
- Supervise Asset Surveillance Officers and Administration staff as directed by Asset Surveillance Supervisor.

## Key Responsibility Areas

- Undertake inspections of City of Ballarat assets in relation to relevant permits and Asset Protection Policy on behalf of the organisation in line with federal, state and local legislation.
- Ensure reinstatement is completed to the City of Ballarat's standards and in a timely manner.
- Liaise with external organisations and individuals regarding works on public land, including utilities, builders, developers, surveyors and property owners.
- Inspect City of Ballarat assets in both day and night conditions to document asset condition, safety hazards and defects.
- Investigate and resolve issues relating to damage to City of Ballarat assets.
- Assist in implementing data collection and data improvement programs.
- Administer Asset Management permits.
- Undertake general word processing and other administrative tasks such as filing, scanning, mail outs, photocopying and document management and prepare reports as required.
- Be a point of escalation between Asset Surveillance Officers and the Supervisor Asset Surveillance Supervisor
- Receive, investigate and resolve asset surveillance enquiries, with support from supervisor as necessary
- Provide administrative support to the Asset Surveillance Supervisor as required
- Act as Supervisor of Asset Surveillance when the person in that role is on leave

<b>REPORTS TO:</b>	<b>DIRECT REPORTS:</b>
Asset Surveillance Supervisor	
<b>ORGANISATIONAL RELATIONSHIPS</b>	
Internal:	External:

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All City of Ballarat staff

Owners and Residents  
Utility Companies and Providers of Public Transport  
Service and Product Vendors  
Federal, State and Local Government Departments and organisations  
MAV and Industry groups

## ORGANISATIONAL RELATIONSHIPS

### ACCOUNTABILITY AND EXTENT OF AUTHORITY

- Undertake utility surveillance and asset protection activities within the scope of the City of Ballarat's Asset Protection Policy.
- Exercise reasonable discretion and in fairness the application of the City of Ballarat's Asset Protection Policy, particularly on escalated issues in line with providing support to the Asset Surveillance Supervisor.
- Provide specialist asset information in accordance with established guidelines and procedures.
- Identify defects and issue works orders to the appropriate unit.
- Accountability for the accuracy and integrity of data within the City of Ballarat's data registers.
- Accountability for the inspection of assets in accordance with defined inspection frequencies and service level agreements (e.g. Road Management Plan).

### JUDGEMENT AND DECISION MAKING

- Ability to use technical knowledge to ensure the integrity of data.
- Identify and report safety hazards and defects as defined in Asset Management's inspection manuals.
- Apply reasonable discretion when making decisions, within the scope of Council's Asset Protection Policy. As a point of escalation within the team these problems will sometimes be complex in nature and/or may not have been encountered previously, therefore the ability to reach a well-reasoned conclusion given the circumstances and breadth of the outcome is required.
- Authority to act under approved sub-delegations.
- Guidance and advice is usually available from senior staff within the time required to make a choice.

### SPECIALIST SKILLS AND KNOWLEDGE

- Understanding of computers and handheld technology devices.
- Understanding of Quality Assurance procedures and the underlying principles.
- Considerable understanding of civil infrastructure assets.
- Understanding of safety issues.
- The ability to understand Council data sets, corporate systems and associated data/systems linkages.
- The ability to understand Council's Asset Protection Policy, Road Management Plan and associated regulations and precedents and how they inform our activities.
- The ability to administer the permit management system, applying a predetermined set of parameters to a given situation while thinking across other work sites and events
- Understanding of organisational context, goals or policies, both of Asset Management and the broader Infrastructure team.

### MANAGEMENT SKILLS

- Acting under supervision, plan, organise and manage own time to achieve set targets and adhere to agreed service levels.

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- Ability to work in a team environment and provide support to other members of the unit, particularly in situations that have escalated or require a specialised approach.
- The ability to undertake the role, Supervisor Asset Surveillance from time to time.
- Understanding and ability to implement Occupational Health and Safety and Equal Employment Opportunity policies and the ability to implement them within the team.

## INTERPERSONAL SKILLS

- Good written communication skills, sufficient to prepare reports, respond to customer requests and assist with producing documentation and presentations as may be requested by Councillors and Executive Managers.
- Good oral communication skills to effectively gain cooperation and mutual understanding with internal and external stakeholders, and the confidence to calmly deal with difficult customers.
- Participate in a team environment, share workload, solve problems collectively, assist others with management of projects and enjoy achieving shared goals
- Ability to show understanding and patience when communicating with customers and stakeholders, including those who can be challenging.
- Ability to discuss and resolve problems – internally and externally.

## QUALIFICATIONS AND EXPERIENCE

- Experience in data collection, data management and computer technology.
- Experience in civil asset maintenance, inspection or associated work.
- Experience in Local Government Asset Protection, municipal or building construction, subdivision development, drainage or pavement works, or similar.
- Current VicRoads 'Car' Drivers licence, or equivalent.

## SELECTION CRITERIA

- Experience in data collection, data management and computer technology.
- Experience in Local Government Asset Protection, municipal or building construction, subdivision development, drainage or pavement works, or similar.
- Good interpersonal skills (both written and oral) with a demonstrated ability to work in a team environment and deal with difficult customers.
- Demonstrated ability to take on challenging tasks and deal with them in a consistent and timely manner.
- Strong general administrative support skills, enabling the undertaking of a broad range of tasks with minimal ongoing supervision
- Proven ability to act as a point of escalation within a team, supporting other staff in a constructive manner and taking direction from senior staff
- Current VicRoads 'Car' Drivers licence or equivalent.
- Knowledge and understanding of health and safety issues relevant to work activities and work area.

### *Desirable:*

- Level 1 bridge inspection, trained and experienced;
- Visual road condition inspection, trained and experienced;

*The City of Ballarat is committed to being a child safe organisation and has zero tolerance for child abuse and harm. We are committed to providing an environment and culture that promotes the safety, health and well-being of children and young people and which provides a voice to all children, including those from an*

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*Aboriginal and Torres Strait Islander background, with disabilities and from culturally, religiously and linguistically diverse backgrounds. We have policies, procedures and training in place that support our employees, volunteers and contractors to achieve these commitments and to ensure all children are listened to, their views respected, and their contribution recognised to ensure Council environments are safe.*

## ACKNOWLEDGEMENT

*Please sign and date to acknowledge you have read and understood this position description.*

Name:	Signature:	Date:
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