

POSITION DESCRIPTION

Position Title:	Surveillance Officer		
Classification:	Band 5	Status	Full Time
Group:	Infrastructure and Environment	Business Unit:	Infrastructure Services
Reports to:	Senior Surveillance Officer		
Direct Reports:	N/A	Date:	April 2024

ORGANISATIONAL CONTEXT

Cardinia Shire Council is committed to building a sustainable shire for present and future generations to enjoy. Council plays an important role in contributing to life in our community. We provide services which supports the wellbeing of our residents now and into the future.

To deliver on our commitment, we are developing a skilled and professional workforce that embraces our organisations culture, values, and demonstrates key leadership capabilities. Our culture is defined by working together, working differently, and working for the future. We value teamwork, respect, accountability, communication, and customer focus. These values underpin our work and our behaviors ensuring we deliver on the Council's vision while maintaining a healthy, engaging, and inclusive workplace.

POSITION OBJECTIVES

This position is responsible for:

- the surveillance of contractors and their works on both the Council road network and private developments to ensure that appropriate standards are achieved.
- the surveillance of contractors and their works on future Council assets on behalf of State Government agencies, such as LXP and MRPV.

KEY RESPONSIBILITIES AND DUTIES

Key responsibilities include, but are not limited to:

Developments, Capital Work Projects, and State Government projects

- Supervise civil works carried out by contractors for future and current Council assets to ensure compliance with the appropriate standards and Council requirements.
- Supervise landscaping works carried out by contractors for future and current Council assets to ensure compliance with the appropriate standards and Council requirements.
- Projects may include, but not be limited to development, capital works, LXP, MRPV
- Under take inspections of the construction of private infrastructure to ensure compliance with permits and plans

Works within road reserve

- Manage the on-site and administrative aspects of council's Crossover/Driveway and Works Within Road Reserve Permits to ensure compliance with appropriate standards.

Miscellaneous engineering duties

- Undertake site inspections, surveys and assessments as directed by Manager/Coordinator/Supervisor
- Review CCTV footage of installed Council drainage assets.

Asset Management

- Assist with the recording of data associated with assets handed over to Council.
- Accurate collection and input of infrastructure asset data and usage of asset systems.

Electronic surveillance records

- Assist with the development, implementation and maintenance of an electronic system to record and document all surveillance and asset management activities in an accurate and comprehensive manner, including search for continuous improvement. This may include daily quality audits and associated safety audits

General

- Keep up to date of developments, legislation and regulations relevant to the requirements of the position.
- Support and assist other staff in the organisation in order to achieve individual, unit, and corporate objectives.
- Build and manage strong and effective relationships with other members of the team.
- Develop and maintain effective working relationships with contractors, subcontractors and other site personnel.
- Identify and report major non-compliance to Manager/Coordinator/Supervisor.

Customer service

- Investigate and respond to stakeholder and customer enquiries in an effective and timely manner.

Risk management

- Contribute to making Cardinia Shire as risk free as possible for all employees, residents, and visitors.
- Take all reasonable action to protect Council assets from damage and or loss.
- Comply with Council's Risk Management Policy and Framework.

POLICY AND PROCEDURE COMPLIANCE

- Adhere to (and promote) HR, IT, OH&S/Risk Management policies, procedures, and practices.
- Demonstrate understanding and accountability for record keeping policy including the accuracy and capture of data, the sensitivities involved and the release and destruction of documents.

ACCOUNTABILITY AND EXTENT OF AUTHORITY

- Ensure that all works carried out by developers, state agencies and contractors satisfy current Council standards.

- Responsible and accountable to provide timely and accurate information to the Manager/Coordinator/Supervisor
- When monitoring construction works, exercises judgement subject to regulations and policies.
- Ability to identify, report and solve problems of a complex nature through field inspections and interpretation of engineering manuals. Guidance and advice would usually be available where problems of a particular nature have not previously been encountered.
- The employee makes decisions based on experience selecting from a range of criteria.
- Technical decisions to ensure issues are resolved promptly and Council's asset are protected during private building and development works and minor construction works within subdivision also service utilities works.
- Undertaking of works as directed in accordance with established policies and procedures.
- Working collaboratively to ensure a team approach for the Unit, Group and Organisation.
- Take due care for your own health and safety and those of others affected by your actions.
- Demonstrate personal and professional integrity at all times consistent with the Cardinia Shire Council values
- Be accountable for your own decisions and actions.
- Decisions and actions taken may be subject to review by Senior Surveillance Officer, Development Coordinator and other leaders and technical experts.
- Provide support and represent the organisation by making decisions and communicating to management and staff on relevant processes, which are consistent with the desired outcomes and vision of the organisation.

JUDGMENT AND DECISION MAKING

- Freedom to act set by clear objectives and/or budgets, with regular reporting to ensure adherence to goals and objectives.
- The employee exercises judgement in selecting appropriate guidelines and deciding among alternate approaches.
- Guidance and advice would usually be available where problems of a particular nature have not previously been encountered.
- Ability when required to make decisions on matters which relate to the responsibility of the position, delegated authority, legislative requirements, established policy or recognized standards.
- Continuously improve and/or develop methods and techniques generally based on theory or previous experience.
- Proactively identify and solve problems and issues, sourcing guidance and advice both inside and outside of the organisation, as necessary.

SPECIALIST KNOWLEDGE AND SKILLS

- Knowledge of current construction practices and techniques particularly in relation to subdivisional development.
- Knowledge in site OHS requirements.
- Demonstrated ability to analyse and interpret the natural and built environment.
- Knowledge of contract surveillance activities, particularly in relation to quality assured contracts and subdivisional developments.
- Knowledge and understanding of council standards relating to construction works.
- Knowledge and understanding of underlying principles as they apply to roads, bridges, drainage, carparks, landscaping, streetscape improvements and open space development construction.
- Proven ability to utilise Microsoft software.

- Sound communication skills and ability to achieve outcomes for Council in relation to construction issues associated with subdivisions and the protection of council assets.
- Ability to independently undertake minor engineering investigations and make recommendations on appropriate courses of action.
- Willingness to learn and take on new challenges.
- An understanding of the long term goals and policies of the Infrastructure Services Directorate and the legal and political context of the wider organisation.

INTERPERSONAL SKILLS

- Well-developed communication and negotiation skills
- The ability to develop and maintain good working relationships with contractors, developers, team members, management, and other stakeholders.
- Ability to discuss negotiate and resolve problems related to position objectives to meet council goals.
- Strong customer service focus.
- Ability to work effectively in teams to deliver positive organisational outcomes.
- Ability to engage the trust of management, staff, clients, and the general public.
- Demonstrated ability to develop options, solve problems, and be flexible when required.
- Research, embrace, and assist in the implementation of technological change and work methods that are consistent with the culture of the organisation.

MANAGEMENT SKILLS

- Ability to maintain orderly, accurate and up to date surveillance and inspection records via the use of an appropriate computer system.
- Ability to manage and prioritise own time to undertake site inspections with contractors, builders, developers, and the general public in order to satisfy contractual time frames.
- Ensure compliance with all privacy legislation and treat all information of a personal and sensitive nature concerning the business of council, ratepayers, and residents in a professional and confidential manner.
- Ability to plan, prioritise and manage work within agreed performance standards.
- Program and coordinate work with contractors.
- Ability to self-motivate.
- Demonstrate self-awareness and commitment to personal development.
- An understanding of processes involved to review and implement change to systems and practices for continuous improvement.
- Capacity to plan and manage work within agreed performance standards.
- Support a collaborative and value-based culture.
- Identify and manage communication and consultation channels to share information and knowledge both internally and externally to the organisation.
- An ability to embrace the Cardinia Values Framework.

QUALIFICATIONS AND EXPERIENCE

- Current drivers licence is essential.
- Post-secondary training/qualifications relevant to the requirements of the position and knowledge and skills gained through on-the-job training.
- Relevant experience in the construction and/or landscape industry including an understanding of principles as they apply to appropriate standards.
- Substantial experience in dealing with developers and contractors.
- Extensive experience applying council standards to landscape and subdivisional developments.
- An ability to use computers, including mobile technology, with experience, at an intermediate level, in the use of Microsoft Office suite.

KEY SELECTION CRITERIA

- Well-developed communication and interpersonal skills
- Demonstrated understanding of accepted road, civil and/or landscape construction practices.
- The ability to develop and maintain good working relationships with developers, contractors, builders, team members, management, and other stakeholders.
- Ability to deal effectively and diplomatically with issues of non-compliance, complaints, and enquiries.
- Well-developed computer skills, including competency in MS Office suite.
- Sound time management skills and proven ability to work autonomously with minimal supervision.
- Ability to develop innovative, efficient, and practical construction solutions to issues.
- Ability to embrace the Cardinia Values Framework.

CONDITIONS OF EMPLOYMENT

Terms and conditions of employment are in accordance with the Cardinia Shire Council Enterprise Agreement 2021 and Cardinia's policies and procedures.

Tenure This is an ongoing position.

Pre-employment checks All appointments are subject to a National Police Record Check, pre-employment medical check, and a six-month probationary period (new employees only). Certain positions may also require a Working with Children Check.