

POSITION DESCRIPTION

| POSITION | POSITION NUMBER |
|---|--------------------------------|
| Senior Asset Surveillance Officer | 1087a |
| CLASSIFICATION | LOCATION |
| Band 5 | Phoenix Building |
| DEPARTMENT | DIVISION |
| Infrastructure | Infrastructure and Environment |
| AGREEMENT | |
| 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 such as roads, bridges, footpaths and drainage infrastructure.
- Assist in ensuring the accuracy, completeness and relevance of data collected.
- Undertake team administration to facilitate surveillance and inspections.
- Supervise Asset Surveillance Officers and Administration staff as directed

Key Responsibility Areas

- Undertake inspections of City of Ballarat assets such as roads, footpaths, bridges, and drainage infrastructure, in both day and night conditions to document asset condition, safety hazards and defects, in accordance with federal, state, and local legislation.
- Administer Asset Management permits
- Investigate public liability claims as identified by Council's Risk Department.
- 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.
- Investigate and resolve issues relating to damage to City of Ballarat assets.
- Assist in implementing data collection and data improvement programs.
- 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 Supervisor Asset Surveillance as required

| REPORTS TO: | DIRECT REPORTS: |
|---|---|
| Asset Surveillance Supervisor | Asset Surveillance Officers as directed |
| ORGANISATIONAL RELATIONSHIPS | |
| Internal: All City of Ballarat staff | External: 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 |

POSITION DESCRIPTION

ACCOUNTABILITY AND EXTENT OF AUTHORITY

- Undertake surveillance and asset protection activities within the scope of the City of Ballarat's policies
- Provide specialist asset information in accordance with established guidelines and procedures.
- Identify defects and issue works orders to the Cities maintenance 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 may/or may not have been encountered previously. 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 are usually available from senior staff.

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.
- 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.
- Understanding and ability to implement Occupational Health and Safety and Equal Employment Opportunity policies 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.

POSITION DESCRIPTION

- 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.

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 'Car' Driver's 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, deal with difficult customers and take direction from senior staff.
- Demonstrated ability to take on challenging tasks and to act as a point of escalation to support a team and to 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
- Current 'Car' Driver's 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;