

Position Description

Position title:	Administration Officer – Building & Plumbing
Position number:	1163
Group:	Regulatory Services
Reports to position title:	Team Leader Building and Plumbing
Number of direct reports:	☒ Nil ☐ 1 - 3 ☐ 4 - 6 ☐ 7 - 9 ☐ 10 +
Range or classification:	Pay Point 13 - 18
Approved:	July 2026

About the Group

The Regulatory Services group comprises of the Building and Plumbing, Environmental Health and City Ranger teams. The group provides a wide range of functions to the community including the issue of permits, licences and approvals to carry out works, and infringements for non-compliance with various legislation.

Key Responsibilities

- Provide efficient and professional administrative support to the Building and Plumbing Team, ensuring enquiries, requests, correspondence and customer interactions are managed accurately, appropriately allocated and responded to within agreed timeframes.
- Act as a key point of contact for internal and external customers by providing accurate information on matters of a general nature and facilitating the timely resolution or referral of enquiries through appropriate communication channels.

- Maintain accurate records, documentation and data within Council’s document management systems, business systems and databases to support legislative compliance, business operations and effective record keeping.
- Coordinate administrative processes associated with Building and Plumbing services, including the preparation and processing of permits, certificates, stamped plans, correspondence, purchase orders, invoices, refunds and statutory levy documentation in accordance with Council policies and procedures.
- Provide business support to the Building and Plumbing Team through coordinating meetings, preparing agendas and minutes, undertaking research and information gathering, and assisting with reports, projects and operational activities.
- Contribute to the effective operation and continuous improvement of administrative systems, processes and procedures, including supporting system testing, process documentation and implementation of improved ways of working.
- Comply with legislation and organisational policies, standards procedures to support safe, consistent and effective work practices.
- Follow safe work practices and proactively report hazards and incidents.
- Deliver services efficiently while maintaining professional, courteous and customer-focused interactions that support positive experiences and organisational standards.
- Maintain required role capability by proactively developing skills and knowledge, working collaboratively with others to support team effectiveness, contributing to improvement initiatives and adapting positively to change and ways of working.
- Carry out other duties appropriate to skills and training.

Selection Criteria

Essential

1. Demonstrable understanding of office procedures and practices, including the ability to acquire and apply knowledge relevant to the role.
2. Excellent customer service skills and the ability to apply the principles of the organisation’s customer services framework to all activities.
3. Excellent oral and interpersonal communication skills, and the capability to apply those skills across a broad range internal and external customer interaction.
4. Initiative and problem solving skills and demonstrated experience applying these skills across a broad range of circumstances in an administrative role.
5. Effective time management and organisational skills.
6. An ability to work effectively in a team environment and contribute toward team outcomes.

Desirable

7. An understanding of local government's role in providing services to its customers.

Authority and Delegations

The officer is to perform all duties in an authorised manner and within the scope of responsibility necessary to carry out those duties, as specified by this position description and in accordance with any applicable appointment, authorisation or delegation provided by the Chief Executive Officer.

- Delegations/Powers of entries apply to this position.

Pre-Employment Requirements

Child and Youth Safety

Council is committed to the safety and wellbeing of children and youth while enabling their participation as a valued member of our community.

We have zero tolerance to child or youth abuse or harm. You are obligated to prioritise the safety of children and youth you interact with in the performance of your role and to report conduct of concern. For further information, please refer to our Safeguarding Children and Youth Policy and Code of Conduct available on our website, and the *Registration to Work with Vulnerable People Act (Tas) 2013*.

- A Registration to Work with Vulnerable People (Tas.) is not required.

National Police Check

- A current National Police Check is required for this position to assess the suitability of the preferred candidate. Appointment to the role is subject to the results of the check, and candidates whose history is deemed unsuitable will not be offered employment.