

Position Description



Civil Contracts Officer

Position Title:	Civil Contracts Officer
Classification:	Band 5
Directorate:	Engineering Services
Department:	Civil Maintenance
Approved by:	Manager Engineering Services
Date approved:	July 2026

1. Position Overview

The Civil Contracts Officer is responsible for monitoring, inspecting, and administering civil maintenance and service contracts relating to roads, drainage, permits, footpaths, bond refunds and associated municipal infrastructure. The role ensures compliance with Council policies, local laws, legislative requirements, and contract specifications while delivering high-quality services to the community.

2. Position Objectives

- Administer civil maintenance contracts and service agreements, conduct inspections and audits, manage inspection booking systems, monitor contractor performance and compliance, and prepare inspection reports, maintenance recommendations, and performance assessments for roads, drainage, and municipal roads and drainage infrastructure.
- Administer Bonds, assess Vehicle Crossing and Skip Bin Permit applications, conduct pre- and post-work site inspections, ensure compliance with permit conditions and Council standards, and coordinate rectification works and cost recovery for damage to Council assets.
- Proactive and reactive investigations of RMP compliance matters, liaise with Local Laws, issue notices where appropriate, educate stakeholders, collect and preserve evidence, prepare briefs, and support authorised prosecutions and court proceedings.
- Respond to customer enquiries, complaints, service requests, and correspondence; initiate remedial works, investigations, and reports; attend meetings as directed; and maintain effective relationships with internal and external stakeholders.

- Maintain accurate records and documentation, analyse operational data, and prepare correspondence, reports, statistics, performance data, briefing documents, Council reports, and recommendations as required.
- Ensure compliance with workplace safety, environmental and legislative requirements through effective risk management, inspections, traffic management and safe work practices.
- Foster a cooperative and high-performing team environment by supporting departmental objectives, contributing to service and process improvements, and assisting other Infrastructure Services functions as required.

3. Organisational relationships

Internal	External
• Fleet • Sports and Recreation • Customer Service/CRM • Parks • Assets • Procurement • Capital works • Libraries and community • Early Years • MCH • Venues • City Amenity • Facilities Maintenance	• Community • Contractors • External suppliers • Police • Sporting clubs and community groups • Childcare and kinder providers • Water and power authorities • Other service authorities
Reports to:	
• Team Leader Civil Contracts	
Supervises	
• N/A	

4. Position Characteristics

Accountability and Extent of Authority

All Other Employees

May supervise resources, other employees or groups of employees and/or provide advice to or regulate customers and/or give support to more senior employees.

Where the prime responsibility is for resource supervision, freedom to act is governed by clear objectives and/or budgets, frequent prior consultation with more senior staff and regular reporting mechanisms to ensure adherence to plans.

Where prime responsibility is to provide specialist advice to customers, or to regulate customers, freedom to act is subject to close supervision or to clear guidelines. The effect of decisions and actions taken on individual customers may be significant, but decisions and actions are always subject to appeal or review by more senior Employees.

Where prime responsibility is to provide direct support and assistance to more senior employees, freedom to act is not limited by standards and procedures, and the quality of decisions and actions taken will often have an impact upon the performance of employees being supported.

Hobsons Bay City Council

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Judgement and Decision Making

All Other Employees

Objectives are usually well defined, but a particular method, technology, process or equipment used must be selected from a range of available alternatives. Work may involve solving problems, using procedures, guidelines and the application of professional or technical knowledge, or knowledge acquired through relevant experience.

Problems are occasionally complex or technical with solutions not related to previously encountered situations and some creativity and originality is required. Guidance and advice would usually be available within the time required to make a choice.

Specialist Skills and Knowledge

All Other Employees

Supervisors require understanding of relevant technology, procedures and processes used within their operating unit.

Specialists and employees involved in interpreting regulations require an understanding of the underlying principles involved as distinct from the practices.

Support employees require understanding of role and function of senior employees to whom they provide support, understanding of long-term unit's goals, and an appreciation of wider organisation.

Understanding of function of position within organisational context, including relevant policies, regulations and precedents.

Management Skills

All Other Employees

Managing time, setting priorities and planning and organising own work and that of other employees to achieve specific and set objectives in the most efficient way within the resources available and within a set timetable.

Where supervision is part of the job, an understanding of and ability to implement personnel practices including those related to equal employment opportunity, occupational health and safety and employees training and development.

Interpersonal Skills

All Other Employees

Ability to gain co-operation and assistance from customers, members of the public and other employees in the administration of well-defined activities and in the supervision of other employees where appropriate.

Employees will be expected to write reports in their field of expertise and/or to prepare external correspondence.

Qualifications and Experience

All Other Employees

Skills and knowledge needed for entry to this Band are beyond those normally acquired through completion of secondary education alone, and might be acquired through completion of a degree or diploma course with little or no relevant work experience, or through lesser formal qualifications with relevant work skills, or through relevant experience and work skills commensurate with the requirements of the work in this Band.

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5. Key Selection Criteria

- Relevant certificate IV or Diploma in Civil Construction, Local Government, Compliance, Infrastructure Management, or related discipline, or lesser formal qualification with relevant experience.
- Sound working knowledge of, and demonstrated ability to interpret and apply, relevant legislation, regulations, Local Laws, Council policies and procedures in the administration of civil maintenance, permits, compliance and enforcement activities.
- Demonstrated experience in contract administration, civil maintenance, local government operations, and/or compliance enforcement, with the ability to effectively manage contractual obligations, monitor service delivery, and ensure adherence to relevant legislation, policies, and standards.
- Experience in roads, drainage, and municipal roads and drainage infrastructure maintenance, with the ability to identify issues, monitor asset condition, and support effective maintenance and compliance outcomes.
- Well-developed customer service and stakeholder engagement skills, with the ability to effectively liaise with contractors, residents, community groups, internal departments, government agencies, and other key stakeholders to resolve issues, provide advice, and maintain positive working relationships.
- Competent computer skills, including Microsoft Office and asset management systems, with the ability to accurately maintain records and data.

6. Inherent Requirements

The occupant of the position will be required to meet the following inherent requirements:

Compliance

- Current and valid working rights for Australia
- Ability to satisfactorily pass a national police check (and where necessary an international check)
- Current Driver's Licence

Physical

Daily work will be performed in a combination of office and outdoor environments, as such:

- Physical demands are a mix of sedentary to moderate activity that will require the ability to sit, stand, reach, bend, lift and pull using safe manual handling practices.
- You may be exposed to conditions normally encountered in an office environment and to conditions normally encountered in outdoor environments.
- You will be required to satisfactorily complete a pre-employment medical assessment against the inherent requirements of the role.

Psycho-social

- Resilience and adaptability
- Ability to manage stress effectively, maintain a positive attitude, and demonstrate emotional intelligence
- Strong self-motivation, a collaborative approach, and a commitment to upholding ethical standards and Council values.

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