

PLUMBING INSPECTOR

POSITION DESCRIPTION

Position Title	Plumbing Inspector
Directorate	Community Services
Department	Community Education and Compliance
Position No.	64,531.00 / 64,532.00
Classification	Level Five (5) – Level Six (6)
Awards Stream	Queensland Local Government Industry (Stream A) Award - State 2017
Reports To	Manager Community Education and Compliance
Last Review Date	July 2026

ORGANISATION SUMMARY:

OUR VISION:	Helping to energise the world. A region that feeds, powers and builds communities, now and for the future.
OUR GOAL:	To pursue long-term sustainable futures for Isaac's communities.
OUR VALUES:	Community Focus Teamwork Caring Positive Work Ethic

We're a region unique in charm and a character-growing attraction for many keen to explore the road less travelled. It's a place where traditional country qualities live on within modern, vibrant communities.

Isaac Regional Council plays a role to ensure our communities have a long sustainable life, so it continues to be a great place to raise a family and to find new or old passions.

Our public spaces are valued and activated, our communities' lifestyles and wellbeing are prioritised, and our individual and collective identities are celebrated.

We need to use new ideas in everything we do because of the fast changes happening all over the world.

This helps us deal with changes and provide the best service. As a Council, we will continue to maintain a clear and balanced vision for the future that shapes all our decisions as we feed, build and power communities.

DEPARTMENT SUMMARY:

The purpose of Community Education and Compliance Department is to ensure the community is aware of both the rules that apply throughout the Region and for which Council has a regulatory or enforcement

function and the reasons for them. A second Departmental purpose is to apply regulatory effort in line with Council Policy to reasonably ensure, according to context, that the community operates within those rules.

POSITION SUMMARY:

The Plumbing Inspector position provides operational support to the Community Education and Compliance Manager to ensure the health and safety of Isaac Regional Council's residents through quality assessment of complex plumbing designs and installations and improve compliance with the Plumbing and Drainage Act 2018 through the timely resolution of plumbing and drainage issues.

As a member of a multidisciplinary team, ensure that an efficient and effective service is provided and that the outcomes, particularly in the area of are Community Education of a high standard, consistent with Council and community expectations.

DUTIES:

POSITION SPECIFIC ACCOUNTABILITIES / PERFORMANCE OBJECTIVES (INPUTS/OUTPUTS)

1. Apply technical knowledge and expertise of plumbing legislation to make sound decisions about complex plumbing designs, installations, inspection techniques, relevant offences, and suitable penalties to manage stakeholder expectations and provide information, clear and consistent advice and referrals to applicants, licensed plumbers, landowners and other interested parties;
2. Negotiate effectively with applicants, residents, plumbers, builders and developers to encourage compliance and the timely resolution of matters;
3. Maintain factual inspection and plumbing application assessment records that support legally enforceable compliance outcomes;
4. Provide clear and consistent advice against the assessment of complex plumbing designs and installations, demonstrating transparency, integrity and sound judgement;
5. Produce emails, decision notices for assessments and inspection reports containing coherent and logical assessment to address the concerns of applicants, developers, plumbers or members of the community and produce all written communication to a high standard that reflects the professional, quality image of Council;
6. Assess plumbing and drainage designs and installations for compliance against the *Plumbing and Drainage Act 2018* and relevant plumbing standards and identify and assess compliant/non-compliant plumbing and drainage designs and installations with reference to the *Plumbing and Drainage Act 2018* and *Water Supply (Safety and Reliability) Act 2008*;
7. Assess and monitor trade waste installations for compliance against the *Water Supply (Safety and Reliability) Act 2008*, Plumbing and Drainage Act 2018 and relevant standards;
8. Make recommendations and decisions based on sound risk assessment and apply a proportionate compliance strategy in line with processes and escalations contained in Council Policy, Procedures, and Frameworks that also considers public interest factors
9. Display engaging interpersonal skills to communicate complex concepts in plain language to customers, and build collaborative and respectful relationships with industry stakeholders;
10. Create positive and meaningful engagement with key internal and external stakeholders;
11. Ensure that the quality of plumbing application assessments and inspection reports, which are available for public scrutiny, meet Council's high standards;
12. Represent Council in a professional and ethical manner at meetings, forums, mediations and court proceedings;
13. Identify, reconcile and provide solutions for complex plumbing design and installation challenges with applicants, plumbers and site managers by exploring options and making recommendations;
14. Make recommendations and decisions based on sound risk assessment and apply a proportionate compliance strategy;
15. Manage and maintain registers for backflow prevention devices, on-site sewerage treatment plans and thermostatic mixing valves, trade waste permits as required by Government;
16. Provide technical and regulatory support for Commercial and Technical Services;
17. Effectively leading, managing and implementing organisational and cultural change at an operational level;

18. Contribute to the facilitation of positive community outcomes by fostering and maintaining deep, respectful, collaborative relationships with team members and stakeholders both internally and externally;
19. Perform all duties in a professional and ethical manner, participate in teamwork, maintain and develop ongoing personal standards and competence, effectively manage own personal work priorities and promote the PECS Noble Purpose and Council's Vision and Values;
20. Apply a self-motivated and collaborative approach to resolving or finding solutions to matters or issues which present, and which are not specifically listed as accountabilities; and
21. Undertake any other duties, projects or service or development activities as reasonably directed within the scope of the employee's skills, competence and training.

KEY COMPETENCIES:

Knowledge and skills

Essential

1. Well-developed communication (oral and written) and interpersonal skills relevant to the position and strongly focused on the provision of quality customer service.
2. Working knowledge of work activities performed within the department.
3. Sound conflict resolution and negotiation skills.
4. Solid time management, planning and organisational skills with the ability to manage competing priorities.
5. Demonstrated self-motivation, initiative and resilience to enable quality work outcomes.

Experience

1. Experience in meeting community and customer needs and leading the delivery of quality customer service;
2. Proven ability to develop and facilitate work force effectiveness by fostering and developing a positive working environment and culture;
3. Be affiliated or a practicing member of an accredited career body;
4. Experience in design and installation of on-site sewerage treatment systems;
5. Experience in backflow prevention and on-site sewerage design;
6. Knowledge of processes generating trade waste and the appropriate methods for its minimisation and treatment.
7. Experience assessing complex plumbing designs for compliance against relevant Australian Standards, the Plumbing Code of Australia, and Queensland Plumbing and Wastewater Code requirements.
8. Experience in delivering quality customer service as a technical expert who can translate complex information into simple concepts to facilitate customer understanding and manage expectations.
9. Highly developed conceptual, analytical and problem-solving skills in a specialist technical environment.
10. Highly developed written skills to produce Information Requests and Decision Notices against complex plumbing and drainage applications and installations;
11. Ability to work in an office and outdoor environment;
12. Have a proven track record in the effective negotiation and resolution of technical service delivery issues in the local government environment.
13. Knowledge of the *Plumbing and Drainage Act 2018*, the *Planning Act 2016*, the *Building Act 1975*, the *Local Government Act 2009*, *Water Supply (Safety and Reliability) Act 2008*, the Isaac Regional Council Planning Scheme and Council's local laws.

Qualifications

Mandatory:

1. The role requires the possession of a current C Class Open Australian Drivers Licence.
2. Current Queensland Plumbing and Drainage licence with endorsements in backflow prevention, thermostatic mixing valves, and on-site sewerage facilities.

DELEGATED AUTHORITY AND ACCOUNTABILITY:

Delegations as detailed in Council's Delegation of Authority register.

EXTENT OF AUTHORITY:

Position exercises a degree of autonomy and works under general direction with the freedom to act within established policies practices. The position must understand that their powers are limited to their delegated authority and know and comply with any authority and obligation that comes with their powers.

CERTIFICATION:

The details contained in this document are an accurate statement of the duties, responsibilities and other requirements of the position.

	EMPLOYEE	DEPARTMENT MANAGER
Name		
Signature		
Date		