Stormwater Support Officer

Role purpose

This position provides technical, investigative, customer service and administrative support for managing stormwater systems, waterways, and other related hydraulic engineering activities.

Role overview

EA & Classification	Hobart City Council Enterprise Agreement 2024 (or its successor) Municipal Officer Level 3
Position Number	7008
Number of direct reports	0
Responsible for total staff	0
Delegations & Authority	Nil
Budget level	Nil
Network, Group, & Team	Infrastructure and Assets Network, Stormwater and Waterways Group, Stormwater Team
Immediate Manager	Program Lead Stormwater Assets Team (9674)



Stormwater Support Officer

Role accountabilities Key result areas

- Independently gather data for flooding and nuisance complaints to support investigation on stormwater performance using to inform stormwater and waterways system planning.
- Research, investigate, record information and assist with decisions in response to customer enquiries about stormwater. Update information into Councils asset management and GIS systems.
- Liaise with community on customer enquiries and complaints regarding the stormwater and waterway systems.
- Process new stormwater connection applications permits, track new connections works, provide technical advice and undertake connection inspections ensuring they are installed in accordance with approved plans
- Support operational and maintenance programs for stormwater and waterway assets
- Provide responses to technical enquiries about storm water from internal and external customers.
- Undertake investigations and scoping of stormwater and waterways projects.
- Assist with stormwater modelling and mapping of assets as required
- Examine soakage areas and address water related nuisances.
- Assess the performance of stormwater and waterway systems and report findings.
- Carry out inspections and investigations on Council stormwater and waterway assets.

Behaviour Standards

- Actively demonstrate the expected behaviours described in the City of Hobart Capability Framework in accordance with the position classification.

Work Health and Safety

- To take reasonable care that your acts or omissions do not adversely affect the health and safety of yourself or others in the workplace, to comply with any reasonable instructions given to you by the Council and to comply with the requirements of any and all WHS applicable policies and procedures.
- Ensure compliance with Work Health and Safety and Child and Youth Safety requirements at all times and follow prescribed reporting processes within the required timeframes.

NOTE: **Whilst the key functions and responsibilities for the role are set out above, the Council may direct an employee to carry out such duties or tasks as are within the limits of the employee's skill, competence, and training.**

WORKING TOGETHER TO MAKE HOBART A BETTER PLACE FOR THE COMMUNITY

Stormwater Support Officer

Selection criteria

Qualifications and Licenses

- Advanced Diploma in Civil Engineering (or equivalent demonstrated experience in civil drainage or plumbing), with a strong understanding of industry standards and best practices.
- Tasmanian Registration to Work with Vulnerable People (RWVP).
- Current Driver Licence.

Essential

1. Advanced Diploma in Civil Engineering (or equivalent demonstrated experience in civil drainage or plumbing), with a strong understanding of industry standards and best practices.
2. Current Driver Licence.
3. Proven ability to build and maintain positive relationships with internal teams, contractors, and the community, demonstrating empathy and professionalism in all interactions.
4. Highly developed written and verbal communication skills, with the ability to convey technical information clearly and resolve conflicts effectively in a collaborative manner.
5. Practical experience in hydraulic engineering or experience in civil drainage or plumbing, including the application of technical principles to real-world scenarios.
6. Background in investigating, planning, constructing, operating, and maintaining drainage assets, ensuring compliance with relevant standards and regulations.
7. Strong organisational skills with the ability to manage competing priorities, meet deadlines, and work independently while maintaining attention to detail.
8. Ability to self-reflect and demonstrate organisational values and behavioural standards through self-reflection and continuous improvement, contributing to a positive and respectful workplace culture.,
9. Experience with GIS software for mapping, analysis, and reporting, supporting informed decision-making and project planning.

Desirable

- Experience in hydraulic modelling software applications, design experience or the management of relevant construction activities.
- Skilled in using pipe inspection cameras and other diagnostic technologies for monitoring hydraulic systems, with the ability to interpret data and provide actionable insights.

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Pre-employment checks

1. National Criminal History check
2. Pre-employment Medical Assessment – High Risk
3. Tasmanian Registration to Work with Vulnerable People (RWVP) - Employment.
4. Physical Requirements – must be fit enough for tasks such as inspecting roofs, climbing ladders, accessing confined spaces and traversing embankments.

Notes

- Regular checks of the validity and status of essential licences and registrations are undertaken during the term of employment.
- The employee is responsible for notifying any new criminal convictions during the course of their employment.
- The *Registration to Work with Vulnerable People Act 2013* requires persons undertaking work in a regulated activity to be registered. A regulated activity is a child related service or activity defined in the *Registration to Work with Vulnerable People Regulations 2014*.

Our Values







People

We care about people – our community, customers and colleagues

Focus & Direction

We have clear goals and plans to achieve sustainable social, environmental and economic outcomes for the Hobart community.

Accountability

We work to high ethical and professional standards are accountable for delivering outcomes for our community.

Teamwork

We collaborate both within the organisation and with external stakeholders drawing on skills and expertise for the benefit of our community

Creativity & Innovation

We embrace new approaches and continuously improve to achieve better outcomes for our community.

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City of HOBART