



33 Goldie Street
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SMITHTON TAS 7330
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(03) 6452 4800
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PD009
PLUMBING COMPLIANCE
OFFICER

Classification:	Level 4 Grade 1 – 5
Directorate:	Infrastructure and Development Services
Reporting to:	Manager Planning and Regulatory Services

1. OUR VALUES

We embrace **EQUITY**

- We foster an inclusive culture that values diversity to create a sense of belonging for all.
- We acknowledge the diverse needs and perspective of others to ensure that everyone is treated with respect and kindness.
- We seek opportunities to enhance our understanding of equity issues and continually improve practices.
- We actively seek feedback, assess our initiatives, and adapt our strategies to better meet the evolving needs of our community.

We foster **CONNECTION**

- We foster positive relationships, among team members and with our community, to create a sense of togetherness and shared purpose.
- We strengthen the bonds with our community and recognize the unity is our greatest asset.
- We encourage open and transparent communication to build trust and strengthen connections.
- We embrace the power of collaboration and encourage diverse perspectives and ideas.

We deliver **EXCELLENCE**

- We take pride in the standard of our work, to consistently deliver quality results to the community.
- We understand that to deliver excellence we need to balance our work commitments with self-care and our family needs.
- We actively participate in continuous learning opportunities and willingly share knowledge and ideas.
- We adapt to change and contribute by offering innovative ideas and view obstacles as opportunities.



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2. POSITION OVERVIEW

The Plumbing Compliance Officer is responsible for administering Council's statutory plumbing functions under the *Building Act 2016* and associated legislation, regulations, Director's Determinations, codes and standards.

Operating as Council's Plumbing Permit Authority within delegated authority, the position assesses and determines plumbing applications, undertakes inspections of plumbing and drainage work, and manages plumbing-related compliance matters.

The position is expected to make sound and timely regulatory decisions, maintain accurate and defensible records, provide clear technical advice and ensure statutory requirements and timeframes are met. The role works directly with applicants, plumbers, property owners, consultants, government bodies and other Council officers.

The position undertakes routine assessment, inspection and compliance matters within established legislation, delegations, procedures and professional standards, seeking guidance where required. Significant, complex, highly contentious or high-risk matters are to be escalated to the Manager Planning and Regulatory Services.

The position also provides plumbing and drainage technical input to development, building, stormwater and other Council functions where relevant. It may also undertake other duties within the employee's skills, competence and classification level where reasonably required to support Council operations, as directed by the General Manager or delegate.

3. KEY POSITION ACCOUNTABILITIES

3.1 Plumbing Permit Authority and Statutory Assessment

- Carry out functions assigned to Council's Plumbing Permit Authority in accordance with the *Building Act 2016*, current Director's Determinations and delegated authority.
- Assess the category and regulatory pathway applicable to plumbing work and determine applications for permits and other statutory approvals within delegated authority.
- Assess applications against applicable legislation, regulations, codes, standards, approved documentation and technical requirements.
- Request and assess additional information where required to enable a proper statutory determination.
- Assess and determine applications for permits for plumbing work and issue associated statutory documentation within delegated authority.
- Monitor applications and ensure statutory timeframes and Council service standards are met.
- Prepare statutory and operational reports and information as required for Council, the Director of Building Control, the Australian Bureau of Statistics and other relevant bodies.



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- Provide accurate advice on Plumbing Permit Authority matters to applicants, Council officers, government bodies and other stakeholders.

3.2 Plumbing Inspections

- Plan and undertake inspections of plumbing and drainage work at required stages and in response to identified compliance matters.
- Assess work against approved plans, permits, applicable codes, standards, determinations and legislative requirements.
- Clearly document inspection findings, defects, required corrective action and any follow-up requirements.
- Undertake follow-up inspections where required and document whether work complies with the applicable requirements, including any further action required.
- Identify potential unauthorised or non-compliant work encountered during inspections and initiate appropriate follow-up action.

3.3 Compliance and Enforcement

- Investigate complaints and reports relating to potentially unauthorised or non-compliant plumbing work in accordance with relevant legislation and Council procedures.
- Undertake inspections, gather relevant information and maintain clear and accurate records of compliance matters.
- Coordinate and monitor compliance actions in a timely and effective manner.
- Prepare and issue notices, orders, inspection directions and related correspondence within delegated authority.
- Monitor outstanding compliance matters and undertake appropriate follow-up action to support their resolution.
- Undertake compliance activities in a fair, consistent and professional manner, clearly explaining Council's requirements and seeking practical resolution where appropriate.
- Refer complex, contentious or significant matters, or matters outside delegated authority, to the Manager Planning and Regulatory Services.

3.4 Technical Advice and Customer Service

- Respond to internal and external enquiries and provide clear, accurate and practical advice on plumbing, drainage and related regulatory requirements.
- Provide plumbing and drainage technical input to development and building applications where required.
- Assess and respond to applications for connection to Council's public stormwater system and applications to construct public stormwater infrastructure, including subdivision applications, where assigned to the role.
- Provide technical input to Council's stormwater, infrastructure and asset management activities where relevant to the position.
- Explain regulatory requirements and Council decisions professionally and respectfully, including where the outcome may not meet the expectations of the customer.
- Work collaboratively within the department and other Council teams to support coordinated service delivery.



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3.5 Workload, Records and Continuous Improvement

- Plan and prioritise assessment, inspection and compliance workloads to meet statutory timeframes and operational priorities.
- Maintain systems to monitor outstanding applications, inspections, compliance actions and follow-up requirements.
- Maintain accurate, timely and complete records of assessments, inspections, decisions, communications and compliance activities in accordance with legislative and Council recordkeeping requirements.
- Contribute to the review and development of procedures, templates, systems and work practices relevant to the position.
- Identify opportunities to improve service delivery, regulatory consistency, customer information and administrative efficiency.

4. DECISION-MAKING AND DELEGATIONS

- Exercise delegated and statutory responsibilities assigned to the position competently, consistently and within the scope of the relevant delegation.
- Undertake routine matters within delegated authority and established procedures.
- Do not exercise powers or make determinations outside the position's delegation or statutory authority.
- Seek guidance or escalate matters where legislation or evidence is unclear, a matter is outside established practice, significant legal or reputational risk may arise, or the matter is highly contentious or likely to result in legal proceedings.
- Ensure the Manager Planning and Regulatory Services is informed promptly of significant incidents, emerging risks, material non-compliance or matters likely to attract substantial public, legal or reputational concern.

5. ORGANISATIONAL ACCOUNTABILITIES

5.1 Continuous Improvement

- Review work methods and contribute to practical improvements that support consistent, efficient and customer-focused service delivery.
- Participate in learning and development relevant to the technical, statutory and professional requirements of the role.

5.2 Work Health and Safety

- Take reasonable care for personal health and safety and ensure acts or omissions do not adversely affect the health and safety of others.
- Understand and comply with responsibilities under the Work Health and Safety Act 2012 (Tas) and Council's work health and safety policies and procedures.
- Champion a child safe culture that upholds the National Principles for Child Safe Organisations.

5.3 Financial and Asset Management

- Have a general understanding of Council's procurement, budgeting and financial management requirements as they relate to the position.



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- Understand relevant Council service levels and asset management plans, particularly where plumbing, drainage and regulatory activities interface with Council infrastructure.

5.4 Risk, Governance and Corporate Responsibilities

- Maintain awareness of Council's risk management practices and promptly bring significant regulatory, operational, liability or reputational concerns relevant to the position to the attention of the Manager Planning and Regulatory Services.
- Comply with legislative requirements, Council policies and procedures, lawful instructions, delegated authority and Council plans.
- Understand and support Council's Strategic Plan objectives and organisational values.
- Act with integrity and maintain confidentiality in accordance with Council's Code of Conduct and information management requirements.
- • Use, maintain and manage Council records and information in accordance with Council policies and procedures.

6. COMMUNICATIONS AND WORKING RELATIONSHIPS

- Maintain professional and effective working relationships within the Planning and Regulatory Services team, across Council and with management.
- Communicate professionally with the Mayor and Elected Members in accordance with Council protocols and the responsibilities of the position.
- Maintain constructive working relationships with plumbers, builders, applicants, consultants, property owners, government agencies and other external stakeholders.
- Provide clear, accurate and timely verbal and written advice, including when communicating regulatory requirements, non-compliance or decisions that may be contested.
- Manage difficult conversations calmly and professionally and seek support where behaviour, conflict or complexity creates an unreasonable risk to effective service delivery.



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7. FIT FOR WORK

This position is likely to require a certain amount of physical activity, such as:

Physical Demands	Never	Occasional	Frequent	Constant
Stooping			X	
Climbing		X		
Walking			X	
Lifting			X	
Pushing			X	
Pulling			X	
Reaching			X	
Standing			X	
Twisting			X	
Squatting			X	
Sitting			X	
Kneeling			X	
Bending			X	
Noise			X	
Support one hand			X	
Two hands required			X	
Vibration one hand		X		
Vibration two hands	X			



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8. SELECTION CRITERIA

8.1 Qualifications / Position Requirements

- Trade qualifications sufficient to obtain a Plumber Practitioner (Certifier) licence.
- Current White Card.
- Current manual driver's licence.
- National Police Check.

8.2 Essential Knowledge, Skills and Experience

- Demonstrated experience and technical knowledge relevant to plumbing and drainage work.
- Demonstrated experience undertaking inspections, technical assessments or compliance-related activities.
- Sound knowledge of relevant legislative, regulatory and technical requirements, and the ability to apply these requirements in day-to-day work.
- Ability to undertake plumbing permit, inspection and compliance functions accurately and within applicable statutory requirements and delegated authority.
- Ability to organise and prioritise work, including managing applications, inspections, follow-up actions and statutory timeframes.
- Ability to prepare clear, accurate and concise reports, correspondence, inspection records and other documentation using appropriate software and information systems.
- Ability to communicate technical and regulatory requirements clearly and professionally to customers, contractors, property owners and other stakeholders.
- Demonstrated ability to manage difficult conversations and resolve issues or disputes in a professional and practical manner.
- Demonstrated ability to work with appropriate autonomy while also working collaboratively as part of a team and seeking guidance where required.
- Commitment to accurate recordkeeping, customer service and the consistent application of Council procedures and regulatory requirements.

8.3 Desirable

- Experience in, or broad knowledge of, local government regulatory functions.
- Experience with statutory compliance or investigation processes.
- Membership of a relevant industry or professional association.

9. ACCEPTANCE OF POSITION

I agree to the current requirements of the Position Description as at: Date: / /

Employee Name:

Employee Signature:

General Manager Approval: Date: / /