

Directorate:	City Economy and Growth	Department:	Community Standards
Position Grade:	12 (Planner)	Reports to:	Coordinator Building and Compliance
Last review:	February 2021	Next review:	February 2023
		Version No.:	3.0

Position purpose:

The purpose of the position is to enhance and promote swimming pool safety. This includes undertaking inspections to ensure compliance with relevant standards and legislation and increasing public awareness of swimming pool safety.

Key accountabilities/responsibilities:

- Responsible for:
- 1) Inspection of swimming pool barriers.
 - 2) Assess and finalise swimming pool certificates of compliance and exemptions.
 - 3) Prepare detailed compliance report for legal actions.
 - 4) Contributing to the team environment and consider options for improving our business through reviewing processes and procedures to provide a high level of customer service
 - 5) Investigating and resolving complaints and requests for information from the community, consultants and other stakeholders regarding swimming pool safety.

Decisions made in the position:

- As per the delegations of the position

Decisions referred:

- Any decisions above delegation

Key issues/challenges:

- 1) Providing a high level of customer service whilst also ensuring compliance with regulations
- 2) Prioritising work with competing priorities in a high volume environment
- 3) Knowledge, awareness and understanding of swimming pool legislation and keeping abreast of changes

Key working relationships:

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| <ul style="list-style-type: none"> • Coordinators, Building and Compliance • Building surveyor and compliance staff • Community | <ul style="list-style-type: none"> • Statutory Planning team • Community Standards Team • Consultants |
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POSITION SPECIFICATION

Whilst the criteria described below is indicative of the nature of this role, for the purpose of this hiring process please only address the selection criteria listed in the job application.

ESSENTIAL CRITERIA
<p>Qualifications/Licences</p> <ul style="list-style-type: none"> Degree, Graduate Diploma or Diploma in Building , Engineering, Construction field or equivalent Current Class C Drivers Licence <p>Experience</p> <ul style="list-style-type: none"> Demonstrated experience in the inspection of swimming pools Australian Standard and Swimming Pools Act Experience in dealing with the community and the professional industry to achieve the best possible outcome Experience and ability to interpret relevant legislation and policies Demonstrated experience in provision of a high standard of customer service and resolving issues through mediation and conflict resolution <p>Knowledge and Skills</p> <ul style="list-style-type: none"> Knowledge of Workplace Health and Safety practices, the principles of Equal Employment Opportunity, ethical practice and multi-cultural diversity Knowledge of the Swimming Pools Act and Regulations. Excellent communication and interpersonal skills to explain complex legislation to the general public Computer literate with knowledge of office programs including Word, Excel, Outlook Ability to interpret relevant legislation and policies with the ability to make appropriate decisions bearing in mind the circumstances and legislative requirements
DESIRABLE CRITERIA
<p>Qualifications/Licences/Experience/Knowledge and Skills</p> <ul style="list-style-type: none"> E1, A3, A2 or A1 accreditation under the NSW BPB Accreditation Scheme A commitment to continual professional development Computer literate with knowledge of Trim and Pathway

Our vision:

**Aspiring to do great things – for ourselves,
our community and our growing city.**

Our values:

Ambitious

Authentic

Collaborative

Courageous

Decisive

Generous