

# POSITION DESCRIPTION

## MANAGER BUILDING CERTIFICATION & TECHNICAL COMPLIANCE

### POSITION DETAILS

|                                |                                                                                                                  |
|--------------------------------|------------------------------------------------------------------------------------------------------------------|
| Date of Position Description   | June 2026                                                                                                        |
| Position Title                 | Manager Building Certification & Technical Compliance                                                            |
| Position Grade                 | 18                                                                                                               |
| Directorate   Business Unit    | City Planning & Design   Regulatory Services Unit                                                                |
| Reports to                     | Group Manager Regulatory Services                                                                                |
| Physical Requirements Category | Category 1 – Desk role with Ergonomic Requirements                                                               |
| Job Location                   | 316 Victoria Road, Rydalmere<br>(Council retains the right to alter locations should the operational need arise) |

### POSITION OVERVIEW

This position is responsible for the management, leadership, and ensuring the effective and efficient operations and performance of the Building Compliance and Technical Certification Teams within the Regulatory Services Unit.

The Certification Services team ensures Council delivers competitive, customer-focused and effective building construction and certification services that support the full development lifecycle across the City of Parramatta. The role focuses on improving delivery service, enhancing customer outcomes, growing market share and ensuring cost-effective operations.

The Building Compliance technical team delivers information, education and regulatory compliance services, including inspections and enforcement relating to fire safety in existing buildings, swimming pools and annual fire safety statements.

### KEY RESPONSIBILITIES

#### Role specific

- Lead and manage the Building Certification and Compliance team to ensure provision of excellent customer focused services in regard to Building Certification and Compliance.
- Make decisions and provide specialist advice concerning regulatory information, education, statutory enforcement in accordance with established policies, procedures and legislation.
- Investigate, research, assess, and formulate appropriate and accurate advice and responses; prepare and deliver accurate and complete briefing notes and reports, including development and compliance referrals, policy and procedural papers, prosecution briefs and undertake associated court matters to a high standard utilising theory, legal requirements and precedent.
- Develop, review, implement and achieve objectives, procedures, standards, time frames and general strategies for the team's and individuals' work practices whilst keeping team members fully informed of decisions, developments and performance objectives.
- Undertake process and performance reviews of key functions to evaluate, assess and develop improved work procedures, identify and manage costs, benchmark performance and develop Unit plans.

- Monitor and report on the expenditure and revenue for the service area including participation in preparation and review of budget.
- Ensure the teams operate within Council's agreed budget allocations, estimate proposed income and expenditure for ensuing year and prepare the annual budget for the Teams, including the identification of opportunities to increase income and reduce expenditure.
- Exercise delegations and authorities within agreed parameters.
- Act in accordance with Council's Code of Conduct and Values, as well as legislative responsibilities and accountabilities, such as the Public Interest Disclosure Act, Independent Commission Against Corruption Act etc.
- Contribute to the development and implementation of Council, Directorate and Unit long term staffing strategies, recruitment and selection procedures and techniques, position descriptions and personnel policies and practices.
- Make decisions and/or recommendations that will meet legislative requirements, customers' needs and Council's objectives, policies, programs and priorities consistent with the strategic direction and goals of the organisation.
- Develop, demonstrate and promote performance values and priorities which complement implementation of performance targets to meet client and customer needs.
- Provide guidance, coaching, mentoring, motivation and development of Building Surveyors, Compliance Officers, Fire Safety Officers and other staff as may be required.
- Promote and develop processes for increased productivity, including utilising technology to improve efficiency and service to citizens.
- Implement, manage and resolve specialist/strategic projects and programs requiring significant decisions through discussion, negotiation and liaison with counterparts within Council and in other organisations.

#### Baseline

- Lead, manage, coach, and develop a team of professionals in the designated area of expertise to promote accountability and alignment towards achieving desired organisational outcomes.
- Manage the function's annual budget and provide key inputs to the budgeting and forecasting processes to promote sound financial sustainability.
- Ensure that all practices are up to date with current and pertinent legislation, statutory regulations.
- Apply knowledge, best practice, innovation and subject-matter expertise to promote continuous improvement and contribute towards the growth and maturity of the organisation.
- Build in performance metrics and mechanisms to identify early visibility of risks to enable mitigation approaches.
- Actively lead and manage the health and safety of yourself, employees, visitors, contractors and volunteers whilst at work, and cooperate with the organisation to comply with WHS legislative obligations.
- Promote the value of diversity and inclusion in all practices, engaging with and integrating the views of others.
- Champion customer service and organisational effectiveness, by acting ethically, honestly and with fairness.
- Comply with Council policies as amended from time to time

#### KNOWLEDGE

##### Qualifications

- Relevant tertiary qualifications in Building Surveying, Construction Management, Town Planning, Fire Safety, Engineering or a related discipline
- Registered Building Surveyor- unrestricted accreditation is highly desirable.
- Current Class C Motor Vehicle Driver's Licence

## Experience

- Minimum 10-years' experience in managing/supervising Certification and Building Technical teams.
- Extensive and proven experience with a record of achievement in a managerial position requiring leadership and innovation, including the implementation of change management and performance improvement initiatives, as well as the ability to plan, budget, review and evaluate activities, processes and priorities.
- Relevant and recent experience in a regulatory policy and compliance role within Local Government or similar enforcement agency.
- Demonstrated experience in the development and implementation of robust strategies, policies and procedures which meet Council's Code of Conduct requirements in terms of ethics, integrity and transparency; and customer focus expectations.

## Skills

- Thorough knowledge of NSW planning and development legislation, including the NSW Local Government Act and Regulations, NSW Environmental Planning and Assessment Act and Planning instruments such as SEPPs, DCPs and the Roads Act;
- An understanding or demonstrated knowledge and skills in the operation of relevant field equipment – e.g. digital camera and video.
- Demonstrated excellent interpersonal, communication, report and letter writing skills.
- High level interpersonal, negotiation, mediation and conflict resolution skills.
- Ability to act with confidentiality, tact and discretion.
- High level organisational, administrative and time management skills along with the ability to work unsupervised whilst managing staff, workloads, programs and organisational priorities.