

QUEENSLAND URBAN UTILITIES

Role Description



ROLE TITLE:	Technical Officer, Developer Client Management
SECTION:	DevelopmentServices
DEPARTMENT:	Planning
LOCATION:	Brisbane/Ipswich
ROLE CLASSIFICATION:	Band 4 (CRC# 646)
MANAGER:	Name: Developer Client Manager Management Leader

PRIMARY ROLE PURPOSE:

The purpose of this role is to assess development applications (low complexity) and operational works designs to deliver effective and efficient asset planning and management, and network management for QUU's water and sewerage infrastructure and assets.

ROLE ACCOUNTABILITIES:

1. Provide pre-lodgement advice to customers on low complexity queries regarding property and network connections, and issue Service Advice Notices.
2. Assess minor works (low complexity) development applications for property and network connections (material change of use, reconfiguration of a lot); provide general advice; confirm applicable fees and charges and issue decision notice and conditions of approval, or grounds for refusal in a timely and efficient manner to ensure high level of customer service.
3. Refer applications to other QUU areas when applicable (eg trade waste, Infrastructure Agreements).
4. Issue information requests in a timely fashion and provide expertise in responding to information provided by customers.
5. Undertake technical review and assessment of Build over Asset applications and provide timely advice to customers.
6. Undertake network modelling to assess network capacity impacts as required.
7. Review and assess proposed asset design (low complexity) to reduce impacts on QUU network and infrastructure and achieve desired network outcomes.
8. Assess, review and provide advice on operational works designs (low complexity).
9. Review and assess simple design changes and variations
10. Assess, approve and apply conditions to sub-metering applications.

11. Undertake field inspections and audits where required in the performance of the role.
12. Provide Team Leaders with timely advice on customer enquiries and issues.
13. Compile and review technical reports, correspondence and other documentation including the formulation of recommendations on Developer Services matters of low complexity.
14. Provide technical input and advice on appeals and reviews and on infrastructure agreements as required.
15. Provide technical and engineering input and advice to general customer enquiries (phone, correspondence) and to Third Party Certifiers as required.
16. Develop and deliver presentations as required to various customers, both internal and external
17. Review and assist in the development of improvement programs, projects, processes, procedures, technical standards and work methods ensuring compliance with legislative and technical requirements, on issues impacting the team
18. Develop and maintain effective working relationships with other areas/teams across QUU as required, and with stakeholders and customers
19. Ensure that a safe and healthy work environment is maintained for all persons affected by the operations of the work unit/area through application of the requirements and continuous improvement of the workplace Health and Safety Management System
20. Perform duties as directed by Manager Development Services and Team Leads.

ROLE DIMENSIONS AND RELATIONSHIPS:

Internal Relationships

- Manager Development Services
- Executive Leader Planning
- Planning employees
- Customer Service Delivery & Network Security employees
- Finance employees
- Developer Customer Services employees
- Other QUU employees

External Relationships

- Developers
- Industry Representatives
- Community
- Councils
- State Government Representatives

FINANCIAL:

- FTE budget: Nil
- Operating budget: Nil
- Capital works budget: Nil

CORECAPABILITIES:

Skills and Abilities

The role requires the following skills and abilities:

- Sound analytical skills related to planning, development processes, infrastructure planning and policy development;
- Sound interpersonal skills with a demonstrated ability to effectively use consultation, negotiation, networking and advocacy skills to achieve outcomes;
- Sound written and verbal communication skills with the demonstrated ability to provide technical information in a clear and easy-to-understand manner to a range of customers and stakeholders using a variety of media and mechanisms;
- Sound report writing skills to independently produce reports and submissions on development issues that have clarity of presentation and compliance with Queensland Urban Utilities standards;
- Sound skills in research, analysis and problem solving and in developing practical recommendations for water and wastewater networks issues that meet business outcomes;
- Ability to work independently as well as in a team environment across several multi-functional project teams.

The following skills and abilities are desirable:

- Ability to use computer systems and engineering software packages relevant to QUU and Development Services (eg, GIS, Ellipse, CAD, web portal, etc.).

Knowledge and Experience

The role requires the following knowledge and experience:

- Demonstrated working knowledge of new low/medium water and sewer connection requirements, including design standards, policies and procedures;
- Experience in providing advice and services on water and service matters to customers and interpreting technical reports and correspondence relating to water and sewer services and infrastructure;
- Understanding of quality audit and compliance principles;
- Working knowledge of the relevant water and development industry legislation and policies and implications for QUU;
- Knowledge of water and sewerage aspects of development and infrastructure planning;
- Experience in developing and managing relationships and partnerships with stakeholders including service providers and third parties (e.g. development industry);
- Hold a current driver's licence for a class "C" vehicle;
- Sound knowledge of workplace health and safety practices.

Qualifications

The following qualifications are desirable:

- Associate Diploma / Diploma or Degree in Engineering or equivalent from a recognised tertiary institution.

QUU Values and Behaviours

VALUE	BEHAVIOURS
SAFETY <i>We will always put safety first</i>	<ul style="list-style-type: none"> • I am responsible for safety • I am committed to zero harm
CUSTOMERS AND COMMUNITY <i>We walk with the customer and work with the community</i>	<ul style="list-style-type: none"> • I actively listen to customers and see things from their perspective • I am responsive to the needs of my customers • I always endeavour to exceed customer expectations
ACCOUNTABILITY <i>We take ownership for quality outcomes</i>	<ul style="list-style-type: none"> • I am accountable for quality and timely outcomes • I am empowered to set myself challenging but realistic goals • I consistently deliver on my promises and commitments • When I encounter problems I use initiative to find solutions
PARTICIPATION <i>We are united in the delivery of our shared goals</i>	<ul style="list-style-type: none"> • I participate with purpose and pride • I engage others to achieve and enhance outcomes • I have a sense of urgency about the work that I do • I lead by example and take ownership for my work • I am open and honest • I have integrity and I show respect for the individual
CREATIVITY <i>We are forward thinking and always looking for better ways</i>	<ul style="list-style-type: none"> • I always look for better ways to do things • I have the courage to be creative • I initiate and embrace change and inspire others to do the same • I am committed to excellence
DELIVER VALUE <i>We deliver value for our customers, the community and employees</i>	<ul style="list-style-type: none"> • I know the value that I add to Queensland Urban Utilities' purpose and vision • I create and deliver value with the resources available to me • I treat all Queensland Urban Utilities' resources as precious • I think beyond the present to drive long-term value for the organisation • I am a valued employee and this is demonstrated by Queensland Urban Utilities' commitment to me

ORGANISATION CHART:

