

# Position Description

## Building Assessor

Request this publication in an accessible format, please contact the Recruitment Team on 7017 3337 – using the National Relay Service 13 36 77 if required (for more information visit [www.relayservice.gov.au](http://www.relayservice.gov.au)).

Enquiries about diversity and inclusion at DGS, please contact the Department’s Diversity and Inclusion team on (03) 7017 3413.

Classification	VPS4
Term	Ongoing
Group / Division:	Domestic Building Dispute Resolution Victoria   Dispute Services
Location	Melbourne CBD/Hybrid

## About the Department of Government Services (DGS)

The Department of Government Services was established in 2023 to improve the experience for Victorians doing business and interacting with the government.

We are doing this by connecting and digitising our systems and platforms across state and local government, streamlining our corporate policy, service and delivery to make sure we are customer focused.

Department of Government Services brings together Digital Victoria, Service Victoria, Local Government Victoria, Consumer Affairs Victoria, the grant program centre and consolidates procurement policy, and whole of Victorian government telecommunications policy as well as the Working With Children Checks and Births, Deaths and Marriages. Oversight of Cenitex and the Public Record Office Victoria also transfers to DGS.

DGS also brings together VPS accommodation management, grant administration platforms and administration, and the procurement of whole of government goods and services. A new corporate shared service arrangement between DGS and central agencies (DPC and DTF) will deliver seamless and efficient services, while also driving VPS-wide corporate services reforms.

DGS upholds and demonstrates the values of the VPS and is the embodiment of VPS leadership. DGS’s values are adopted from the Public Administration Act 2004:

- Leadership
- Integrity
- Responsiveness
- Impartiality
- Accountability
- Respect
- Commitment to Human Rights.

## Dispute Services

Dispute Services is a multi-dispute agency which includes Domestic Building Dispute Resolution Victoria (DBDRV) and Dispute Settlement Centre Victoria (DSCV).

Dispute Services provides for the more timely, fair and less costly resolution of disputes while it empowers and assists the Victorian community to prevent and appropriately resolve issues, alleviate pressure on the judicial system and help the community to thrive.

## About the role

Working as part of the Building Assessment team and reporting to the Manager, Building Assessments, the Building Assessor will assess whether domestic building work is defective or incomplete under the *Domestic Building Contracts Act 1995* or is non-compliant under the *Building Act 1993* and prepare high quality domestic building assessment reports on findings.

## Key Accountabilities

- 1 As part of a small team, conduct technical expert building assessments electronically and onsite, utilising relevant building legislation, regulations, codes, and standards.
- 2 Produce high quality detailed written reports that will endure scrutiny ensuring accurately documented observations and opinions are used to support decision making.
- 3 Working closely with Dispute Resolution Officers, contribute to the dispute resolution process by providing technical expertise as needed to support the Chief Dispute Resolution Officer in issuing orders.
- 4 Utilise DBDRV case management systems, report writing software and templates to ensure a clear record of the assessments and consistent high-level customer focused outputs.
- 5 Maintain a high level of integrity and impartiality, relying on evidence to form opinions in the performance of the role and ability to maintain objectivity when decisions are challenged, particularly through a written reports' submissions process.
- 6 Effectively manage timeliness to coordinate onsite assessment bookings and provide finalised written reports within expected timeframes.
- 7 Contribute to the development of building assessment team projects, coordinated training, work plans and goals and ensure they align with whole of Dispute Services vision and plan to deliver on evolving organisation priorities.

## Key selection criteria

- 1 Resilience:** Gives frank and honest feedback/advice. Listens when ideas are challenged, seeks to understand the nature of criticism and respond constructively; displays confidence and conviction when communicating an opinion.
- 2 Flexibility and Adaptability:** Accept changed priorities without undue discomfort. Responds quickly to changes. Comfortable working in collaboration with teams outside of own organisation.
- 3 Working Collaboratively:** Build a supportive and cooperative team environment; engages other teams to share information in order to understand or respond to issues; support others in challenging situations.
- 4 Innovation and Continuous Improvement:** Seeks opportunities for continuous improvement and ways to innovate; offers suggestions and ideas, encourages others to do the same; leverage on existing continuous improvement systems and procedures to improve outcomes, quality and efficiency of work; creates space for learning and innovation by seeking for input and feedback from others.
- 5 Critical Thinking and Problem Solving:** Resolves issues through deep understanding or interpretation of existing guidelines. Where guidelines are not available, analyses ideas available and takes action through self, or in consultation with others to resolve problems. If required, determine additional information needed to make informed decisions. Applies critical thinking and problem solving concepts in the right context.
- 6 Influence and Persuasion:** Consistently adapts the content, style, message or tone of a presentation to suit the audience and plans how to tackle objections; applies own ideas by linking them to others' values, needs and goals.
- 7 Interpersonal Skills:** Sees things from another's point of view and confirms understanding; understand motivations, needs and wants of stakeholders and their impact on service delivery; tailor communications according to audience and/or audience preference.
- 8 Managing Difficult Conversations:** Listens to and acknowledges that the concerns of others have been heard; clarifies problems; seeks options to resolve conflict.
- 9 Stakeholder Management:** Takes steps to add value for the client or stakeholder; links people with other areas as appropriate; monitors client and stakeholder satisfaction; constructively deals with stakeholder issues.
- 10 Develop Capability:** Actively seeks to improve others' skills and talents by providing knowledge, constructive feedback, coaching and learning opportunities; consistently develops team capability; Recognise and develop potential in others.

## Mandatory requirements

- 1 Understanding and knowledge of the *Building Act 1993* and the associated regulations, *Domestic Building Contracts Act 1995* and associated regulations, National Construction Code and associated Acts and Codes and the Guide to Standards and Tolerances.
- 2 Demonstrated domestic building experience including the interpretation of plans, specifications and other documentation which constitutes a domestic building contract for the purposes of assessing whether building work carried out is in accordance with the contract documentation and legislation and standards governing domestic building work.
- 3 Hold or be eligible to obtain registration as a registered building practitioner with the Victorian Building Authority under *the Building Act 1993* or an Architect registered under *the Architects Act 1991*.
- 4 Hold a current Victorian Drivers Licence.

## Additional information

The department is committed to providing and maintaining a working environment which is safe and without risk to the health of its employees and clients and consistent with the department's obligations under the Occupational Health and Safety Act 2004 (OH&S Act), to support this DGS requires all DGS employees be fully vaccinated against COVID-19 in order to undertake duties outside of their homes (unless an exception applies).

To be able to meet the COVID-19 Mandatory Vaccination requirements and for the department to meet its obligations under the OH&S Act, the department will request employees provide their vaccination information (including 3rd dose / booster) or evidence of an exemption throughout the recruitment process. **Inability to provide this may impact your subsequent employment to the department.**

### Pre-employment misconduct screening requirements

Before a final offer of employment is made, preferred candidates will be required to complete a pre-employment misconduct screening declaration and consent form. Further information on pre-employment misconduct screening requirement is available from the VPSC website.

The inherent requirements of this role and intrinsic risk(s) will be considered by DGS in assessing declarations of misconduct in previous workplaces.

### Inherent requirements for this position

List jobs or activities, tasks or skills that are fundamental to the position and cannot be allocated elsewhere (for example, access to and handling of highly sensitive and/or confidential information).

- 1 Communication
- 2 Literacy

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### 3 Relational skills

and is assessed as having a medium level of intrinsic risk.

## DGS Commitment

### Diversity and Equal Employment Opportunity

We welcome applicants from a diverse range of backgrounds and experiences, including Aboriginal and Torres Strait Islander peoples, people from culturally and linguistically diverse (CALD) backgrounds, LGBTIQ, people with disability, as diversity and inclusion drives our success.

It is important to us that candidate with disability can participate equitably in the recruitment process. If you need assistance or adjustments to fully participate in the application or interview process or if you have any enquiries about diversity and inclusion at DGS, please contact the Department's Diversity and Inclusion team currently supported by Department of Justice and Community Safety at [HRAssist@justice.vic.gov.au](mailto:HRAssist@justice.vic.gov.au)

### Supporting our employees balance their work and life commitments.

All roles at DGS can be worked flexibly, this underpins a diverse, adaptive, and high-performing workforce. The nature and scope of flexible options available will depend on the nature of the position. Applicants are encouraged to discuss flexible arrangements with the hiring manager during the recruitment process.

### Occupational health and safety responsibilities

Managers are responsible for the day-to-day implementation of OHS programs in their designated workplace, which includes the following areas as detailed Section 21 of the *Occupational Health and Safety Act 2004*:

- induction, instruction, training, and supervision of employees and contractors
- provision of relevant OHS information, overseeing storage and maintenance of plant, equipment, or substances
- ensuring the safety of visitors.

## Security requirements and professional obligations

- Pre-employment screening will apply to all appointments

- Preferred applicants may be asked to provide evidence of their qualifications
- All preferred applicants will be required to produce sufficient proof of their identity prior to commencing employment with the department
- Employment of successful candidates will be subject to a National Police Check
- All DGS staff must comply with the [Code of Conduct for Victorian Public Sector Employees](#).