

POSITION DESCRIPTION

POSITION: OSSM / Plumbing and Drainage Regulation Inspector	
DIRECTORATE: City Planning and Communities	GROUP: Sustainable Places
SECTION: Compliance and Regulatory Enforcement	REPORTS TO: Team Leader Public Health and Environment
GRADE: F	EMPLOYMENT TYPE: Permanent Full-Time
HOURS/WEEK: 35	POSITION No.: 970
DATE: June 2026	

OUR VISION

“Empowering the community and visitors to enjoy and grow our opportunities”.

OUR VALUES

We ensure that our Values are the foundation for everything we do.



iNnovate

Challenge the status quo in search of better outcomes.



Collaborate

Seek to understand different perspectives to problem solving.



Accountable

Take ownership and have the courage to call things out.



Respect

Mutual respect. No time for disrespect.



Empowering

Here to make a difference.

THE DIRECTORATE

The City Planning & Communities Directorate plans for and enables a thriving, connected regional city. We lead the City’s land-use, development and regulatory functions; manage cultural, library, sporting and community facilities; and curate events and programs that strengthen community identity, inclusion and economic vitality. We partner with community, industry, Traditional Owners and all levels of government to deliver sustainable growth, great places and outstanding experiences.



THE GROUP/SECTION

Our Sustainable Places Group is responsible for overseeing the growth and conservation of our City, planning for our coastal areas and enhancing the long-term viability of our natural resources. The Group also provides development assessment, building certification, as well as regulatory and compliance services for a range of City functions.

POSITION OBJECTIVES

- Regulate on-site sewage management systems and plumbing and drainage to protect public and environmental outcomes consistent with the objectives of the Coffs Harbour 2030 Community Strategic Plan.
- Provide support to the leadership team of Coffs Harbour City Council on establishing a high-performance organisation through the development of its people and processes.

KEY ACCOUNTABILITIES

Work Health & Safety (WHS)

Contribute to a safe working environment by:

- Demonstrating safe workplace practices and behaviours and encouraging others to do the same.
- Reporting all incidents, near misses and hazards in accordance with the City's processes.
- Taking reasonable care for one's own health and safety and the health and safety of others in the workplace.
- Participate and contribute in WHS training and consultation as required, and be supportive of the implementation and development of safe work practices.
- Compliance at all times with statutory and regulatory requirements and Australian Standards.

Customer Service

Promote a positive and professional image of the City through:

- Creating and maintaining good relationships with the Community and our stakeholder customers.
- Taking the time to understand the needs of customers and their expectations.
- Provision of clear, accurate and timely technical and general advice to Council, management, stakeholders and clients.
- Following up on both positive and negative feedback received.
- Considering customer service in all aspects of their duties.
- Continuously looking for ways to improve the level of customer service you deliver.

Community Engagement

Committed to active and appropriate engagement processes guided by the principles of:

- Informing – Giving information to the community where instructed.
- Consulting – Obtaining community feedback when requested.
- Involvement – Engaging directly with the community as directed.
- Partnership – Partnering with the community to create solutions.
- Enabling – Placing final decision making in the hands of the community and City of Coffs Harbour management

Learning and Development (L&D)

Support the City of Coffs Harbour as a high-performance organisation by:

- Participating in strategic learning and development initiatives.
- Undertake and participate in L&D initiatives that directly enhance and/or improve individual performance and contribute to the City's effectiveness.
- Take individual responsibility for one's own learning and engage in professional development.
- Participate in learning and development activities in accordance with the City's Training plan.
- Work collaboratively with the other staff to identify training needs and appropriate solutions.

Sustainability

- Consider the interconnections between economy, society and environment and ensure sustainability.
- Incorporate the City's Sustainability Policy and Climate Change Policy into daily operations whilst applying appropriate environmental laws and the management of cultural diversity in controlling the risk of serious or irreversible impacts on the environment, society and heritage values.

Continuous Improvement

- Supporting staff and the leadership team in the implementation of new and improved business processes.
- Support organisational initiatives, including business and cultural change programs that progress the organisation towards the desired state.

Organisation Support

- Support the leadership and management by:
 - Embracing the organisation's vision and values, so that they are demonstrated through behaviours, actions and attitudes.
 - Ensuring all appropriate City Policies and Procedures relating to employment, including Equal Employment Opportunity, Code of Conduct and Fraud & Corruption.
 - Ensuring the WHS responsibilities of the role are undertaken in accordance with the City WHS Responsibilities Statement, WHS legislation and other City Policies and Procedures regarding WHS.
 - Ensuring business records are maintained accurately and on time, in accordance with the City's Records Management Policy.
 - Providing valued team contribution, coupled with performance and behaviours consistent with a positive and productive work environment.

KEY AREAS OF RESPONSIBILITY

- Undertake inspection of plumbing and drainage installations and on-site sewage management systems (OSSM).
- Assist with the management and delivery of all aspects of the City's Onsite Sewage Management (OSSM) Strategy, including:
 - Advise the City, industry and the community on OSSM's;
 - Review and recommend changes/enhancements to the City's OSSM Strategy; and
 - Develop and implement OSSM education projects.
- Undertake site assessment and review of OSSM applications and assist the On-site Sewage Management / Plumbing and Drainage Regulation Officer with the assessment and approval of applications.
- Undertake the management and delivery of all aspects of the City's Plumbing and Drainage responsibilities as the Plumbing Regulator, including:
- The administration of the Plumbing and Drainage Act as the Plumbing Regulator and relevant provisions of the Local Government Act
- The enforcement functions as required under the Plumbing and Drainage Act and Local Government Act
- Act as the City's advocate before the Local Court, Land and Environment Court and in other court matters as directed.
- Assist the Team Leader Public Health and Environment in the identification, implementation and championing of e-business service systems and processes that support the Group's business plan objectives of;
 - self-service;
 - digitalisation of applications, assessments, approvals, inspections and information and;
 - electronic customer connections.
- Assist the Team Leader Public Health and Environment in the development and implementation of customer-connected and customer-driven services, processes and systems.
- Assist the Team Leader Public Health and Environment in the development and implementation of outcome-driven services, processes and systems.
- Assist the Team Leader Public Health and Environment to implement works processes and systems based on risk and value added.
- Undertake other tasks/duties as directed by your leader – that are within the skills, capability and training of the employee.

KEY RELATIONSHIPS

Internal

- Executive Leadership Team
- Group Leader Sustainable Places and Section Leader Compliance and Regulatory Enforcement
- Team Leader Public Health and Environment and the Public Health and Environment Team
- Other City Staff

External

- Customers and Members of the Public
- Contractors

OTHER POSITION REQUIREMENTS

- Based on a 35-hour week, the ordinary hours of work will generally be between 06:00 and 19:00 Monday to Friday. Actual start and finish times within this span will be arranged with your People Leader. Ordinary hours worked outside this span, as agreed, will attract the appropriate shift penalty in accordance with the Award and the City's procedures.
- Flex time may be available in accordance with City procedures.
- Work may be required to be undertaken outside of ordinary working hours as agreed with your People Leader. Payment will be in accordance with the Award and the City's Enterprise Agreement (EA).
- Subject to operational requirements, you may be required to be on-call outside of normal hours, with payment as per the Award.
- The following allowances apply where the position requirements and/or nature of work meet the criteria for payment in accordance with the Award or the City's EA:
 - Live Sewer Allowance
- This position is delegated with certain powers, authorities, duties and functions under the City's Delegations of Authority in accordance with the Local Government Act.
- This position will be provided with the following vaccinations:
 - Hepatitis A and B
 - Tetanus
- This position is located at Yarrila Place, 27 Gordon Street, Coffs Harbour, with the requirement to attend and/or work at other sites/locations having regard to the nature of the role.
- This position involves working indoors and/or outdoors, along with computer work. The position requires a moderate level of aerobic and physical fitness to undertake regular physical activities such as walking, lifting, pulling, and pushing, along with the capacity to maintain normal manual handling tasks across the workday, depending on the nature of the tasks undertaken. Appropriate WHS standards will be applied to all manual handling activities. A full functional and medical assessment is required for this position.

QUALIFICATIONS/LICENCES/EXPERIENCE

Essential

- Relevant Trade or Qualification with specialised training in a direct or related field
- Significant related experience in a direct or related field
- Class C Driver's Licence
- National Construction Induction Certification (Whitecard)

Desirable

- Completion certificate (short course) on: Aerated wastewater treatment system servicing and treatment; or, Onsite Wastewater Management; or, Inspect plumbing and drainage systems

CAPABILITIES

- Demonstrated understanding of the operation and maintenance of OSSM's and plumbing and drainage, which includes but is not limited to the following:
 - Knowledge of wastewater systems
 - Knowledge of site and soil constraints in relation to OSSM's
 - Knowledge of legislation relating to OSSM's
 - Knowledge of plumbing and drainage installation
- Demonstrated understanding of the regulatory environment, including its practical application relevant to the position.
- Demonstrated high-level interpersonal, oral and written communication skills
- Demonstrated ability and commitment to working in a team environment.
- Demonstrated keyboard and computer skills

Position Demands Analysis

OSSM / Plumbing and Drainage Regulation Inspector

EXPOSURE RATING TABLE			
No exposure	Low Exposure	Medium Exposure	High Exposure
0 hrs daily	0-2 hrs daily	2-4 hrs daily	4-8 hrs daily
0	1	2	3

PHYSICAL REQUIREMENTS					
<i>All Lifting to be undertaken using effective risk based manual handling techniques.</i>					
Sedentary work lifting 0 - 4.5kg	1	Elevating arms above shoulder height	0	Climbing to access / exit excavations	1
Light work lifting 4.5 - 9.1kg	1	Extend arms for reaching	1	Kneeling for extended periods	0
Medium work lifting 9.1 - 22.7kg	1	Sitting for extended periods	3	Crawling	0
Heavy work lifting 22.7 - 45.5kg	1	Standing for extended periods	2	Balancing	1
Repetitive Lifting	1	Walking for extended periods	1	Hearing above background noise	1
Pulling Loads > 5kg	1	Walking on uneven ground	1	Depth perception	1
Pushing loads > 5kg	1	Frequent bending / stooping	1	Colour vision	1
Lifting with trunk twisting	1	Shovelling / digging	1	Fine manipulation	0
		Throwing	1		
USE OF PERSONAL PROTECTIVE EQUIPMENT					
Safety boots / shoes	3	Dust Mask / Respirator	1	Reflective vest	1
Hard hat	1	Protective eyewear	1	Breathing Apparatus (BA)	0
Ear plugs / muffs	0	Gloves	1		
EXPOSURES					
CHEMICALS		CHEMICAL NAME/TYPE		BIOLOGICAL	
Dusts	1			Odours / Mists / Fumes	2
Liquids	0			Possible exposure to sharps	1
Herbicide spraying	1			Possible exposure to Q Fever	0
Pesticide spraying	1			Possible exposure to Tetanus	1
Gases / Vapours	1			Possible exposure to Hepatitis A, B, C	1
Working with solvents	0			Possible exposure to blood / bodily fluids	1
				Possible exposure to plant pathogens	0
PHYSICAL/PSYCHOLOGICAL					
Inside work	2	Working near machinery	1	Slippery surfaces	2
Outside work	2	Operating machinery	0	Low light areas	0
Confined spaces	0	Vibration	0	Shift work	0
Working alone	3	Working at heights	0	Use of computer for screen-based activities	2
Working with hot substances	0	High Temperatures > 38 degrees	1	Prolonged driving periods > 2hrs	2
Working with cold substances	0	Low Temperatures < 3 degrees	0	Violence / aggression from customers	1
Noisy work areas	1	Fatigue	1	Violence / aggression from animals / wildlife	0