

Position Description



This is an identified position classified as a special measure under section 12 of the Equal Opportunity Act 2010 (Vic). The position aims to promote substantive equality in employment for groups that experience disadvantage. To be eligible, applicants must identify with at least one of the following groups: Aboriginal and/or Torres Strait Islander; from a culturally and linguistically diverse background; living with disability, illness or injury; or a young person aged 16–25. Applicants do not need to identify with all groups listed.

Position Title	Transport & Development Engineering Support Officer
Classification	Band 3
Position Number	Vacant
Directorate	City Development
Department	Transport Development & Environment
Service Unit	Transport and Development Engineering
Date	September 2026
Prepared by	Transport and Development Engineering Coordinator

Banyule City Council Overview	Banyule City Council is an award-winning organisation that prides itself on a customer-focused culture of innovation, best practice and continuous improvement. We uphold an enviable reputation for customer service and work diligently to maintain high-quality services to provide the best possible opportunities and outcomes for the community we represent. Our community is made up of diverse, cultures, beliefs, abilities, bodies, sexualities, ages and genders. We are committed to access, equity, participation and rights for everyone: principles which empower, foster harmony and increase the well-being of an inclusive community.
Department and Team Overview	The Transport, Development and Environment Department comprises the Transport and Development Engineering, Transport Planning & Projects and Environmental Sustainability teams. Environmental Sustainability: Responsible for strategic biodiversity conservation, emissions reduction, climate change adaptation, energy efficiency and environmental education. Provides advice, education, and programs to support environmental sustainability in the community. Supports the Banyule Environment and Climate Action Advisory Committee (BECAAC) and environment grants. Transport and Development Engineering: Responsible for providing advice to internal and external stakeholders in relation to traffic and development engineering, road safety, project development and management, as well as management of school crossing supervision program, parking, and traffic enforcement.

	Transport Planning & Projects: Undertakes transport planning and works with Victorian Government agencies for integrated transport solutions that improve public transport, walking, cycling, and infrastructure to benefit the Banyule community in line with Banyule's Integrated Transport Plan.
Position Objectives	The position assists and supports the Transport and Development Engineering business unit with routine operational and administrative activities. Working under general supervision and within established procedures and allocated priorities, the position provides approved information and inclusive customer service, prepares and maintains accurate records, undertakes prescribed checks and surveys, and supports established administrative processes. Non-routine, sensitive, technical or higher-risk matters are referred to the supervisor.

Our Values

All Banyule staff are to adopt the key values of Working Together Working Better and strive to meet these behaviours in carrying out their duties. Our core values are:



RESPECT is characterised by supporting each individual's dignity and worth.



INTEGRITY is the quality of staying true to our moral, ethical, and spiritual principles.



RESPONSIBILITY is acknowledging and accepting the choices we make, the actions we take, and the results they lead to.



INITIATIVE is characterised by having a proactive, resourceful and persistent approach to work.



INCLUSION is characterised by embracing and valuing the perspectives and contributions of all.

Key Responsibility Areas	Assist with routine administrative and operational tasks that support the Transport and Development Engineering business unit, in accordance with established procedures and allocated priorities, including: • Provide approved information and efficient, respectful and inclusive customer service, and escalate non-routine, sensitive, technical or higher-risk enquiries or complaints. • Enter, check and maintain accurate operational information and records in relevant Council systems. • Prepare routine correspondence, forms, reports and other administrative documents using approved templates and information. • Provide administrative support for the recruitment, onboarding and training of School Crossing Supervisors. • Assist to maintain appropriate stock levels and accurate records for school crossing equipment and uniforms. • Prepare reimbursements for Working with Children Check fees and other approved expenses incurred by School Crossing Supervisors. This is an administrative duty only; a Working with Children Check is not a requirement of this position. • Assist to raise purchase orders, process goods receipts and maintain related records in accordance with established procedures. • Undertake prescribed school crossing pedestrian and vehicle counts and record the results accurately. • Undertake prescribed parking occupancy surveys in streets and car parks and record the results accurately.
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	- Collect routine quotes for line marking, signs and other approved goods or services, and refer decisions or exceptions to the supervisor. - Identify routine errors or issues, take the prescribed next step and escalate matters requiring guidance.
Organisational Relationships	Position Reports to: Transport and Development Engineering Coordinator Direct Reports: Nil Internal Liaisons: Liaise with supervisors and staff within Council. External Liaisons: Liaises with public, clients and facility users.
Accountability and Extent of Authority	- The position works under general supervision within established procedures and allocated priorities. - The employee selects from a limited range of established methods in recurring situations. Guidance and advice are readily available, and non-routine, sensitive, technical or higher-risk matters are referred to the supervisor. - The position plans and organises its own allocated work over several days and meets agreed priorities and deadlines. - The position provides approved information and routine administrative support; it does not make independent technical decisions. - The position is not responsible for employees, budgets, policy or programs. - Work is completed accurately, courteously and within agreed timeframes, established procedures and delegated authority. - Confidential information is protected and guidance is sought when required.
Judgment and Decision Making	- Select from a limited range of established methods to complete recurring tasks and resolve routine issues. - Identify routine errors or issues, follow the prescribed next step and refer matters outside established procedures to the supervisor. - Use available guidance, procedures and approved information when responding to routine requests. - Escalate non-routine, sensitive, technical, ambiguous or higher-risk matters for direction or approval. - Provide observations about routine processes when requested; decisions about process, policy or technical changes remain with the supervisor or relevant specialist.
Specialist Knowledge and Skill	- Ability to use, or learn to use, Microsoft 365 and relevant Council systems. - Ability to enter, check and maintain accurate information and records. - Ability to follow established procedures and undertake prescribed pedestrian, vehicle and parking occupancy counts or checks. - Ability to prepare routine administrative documents and provide approved information. - Ability to identify routine errors or issues and take the appropriate next step. - General knowledge of local government technical and administrative practices and procedures, or the ability to learn them, would be beneficial.
Management Skills	- Ability to organise tasks, follow allocated priorities and meet agreed deadlines. - Ability to plan and organise allocated work over several days within established procedures. - Ability to maintain timely and accurate records and support routine administrative processes. - Willingness to learn new administrative processes and transfer skills between work areas.
Interpersonal Skills	Clear and respectful written and verbal communication.

	• Ability to provide inclusive customer service and work cooperatively with others. • Ability to follow procedures, protect confidential information and seek guidance when required. • Ability to respond courteously to routine enquiries and escalate non-routine, sensitive, technical or higher-risk matters.
Qualifications and Experience	• Demonstrated relevant on-the-job experience or skills and knowledge acquired through 4 years of secondary education.
Key Selection Criteria	
	1. Ability to use, or learn to use, Microsoft 365 and relevant Council systems to maintain accurate records. 2. Ability to prepare routine correspondence, forms, reports, reimbursements and purchasing documents. 3. Ability to organise allocated tasks, follow procedures and meet agreed deadlines. 4. Ability to provide inclusive customer service, approved information and escalate non-routine matters. 5. Ability to undertake and accurately record prescribed pedestrian, vehicle and parking surveys. 6. Clear and respectful communication, with the ability to work cooperatively, protect confidential information and seek guidance when required. 7. Willingness to learn new administrative processes and transfer skills between work areas.
Environmental and Sustainability Requirements	• Adhere to Council's Environment Policy and Environment Strategy. • Adhere to Council's Sustainability Code of Practice and Environmental Purchasing Guidelines.
OH&S and Other Risk Requirements	• Ensure a safe and healthy environment by fulfilling the responsibilities and requirements of Council's health and safety system and health and wellbeing program. • Exercise reasonable care to prevent injury to oneself and others who may be affected by one's duties and actions. • Exercise due care for Council property for which this position is responsible or issued. • Ensure a child-safe environment and contribute to a culture of child safety by fulfilling the responsibilities and requirements of Council's Child Safe Policy and procedures. • Adhere to and attend Council's Mandatory training.
Continuous Improvement Requirements	• Adhere to Council's Continuous Improvement Framework. • Ensure that processes and systems are fit for purpose and continuously reviewed to ensure the delivery of the best possible service to the community whilst demonstrating value for money.