

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	Assets Support Officer
Classification	Band 3
Position Number	Vacant
Directorate	Assets and City Services
Department	Delivery and Assets
Team	Asset Management
Date	August 2026
Prepared by	Asset Management 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 Delivery and Asset Department is responsible for providing a range of services to Council including the ongoing development of Council's asset management policy, strategy and plans, including the development of the capital works program. The department is also responsible for the successful delivery of the capital works program that includes roads, buildings, footpaths, bridges, shared trails, drains, street furniture, line marking and the ongoing maintenance of all Council's buildings.
Position Objectives	The position provides entry-level support to the Asset Management Unit while gaining practical work experience in asset management and civil engineering. It assists with collecting and checking asset inventory data; entering, maintaining and updating asset information and records; collecting factual information from approved data sources to support asset management plans and the capital works program, without undertaking engineering analysis, prioritisation or approval; preparing asset data and routine documentation in required formats; and providing approved information in response to routine customer requests while escalating other matters.

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	This role supports the Asset Management team in the following areas: • Assist with routine administrative and asset-management tasks within established procedures and allocated priorities. • Collect, enter, check and maintain accurate asset information, records, files, databases and routine documentation. • Prepare routine correspondence, reports and asset data in approved formats. • Provide approved information and inclusive customer service to internal stakeholders and the community. • Attend Council sites, when requested, to undertake prescribed visual observations, verify asset details and record factual information using approved checklists or forms. Site attendance is undertaken with support and guidance, in accordance with safety requirements, and reasonable workplace adjustments can be arranged to support participation. • Identify routine errors or issues, take the established next step and escalate non-routine, sensitive, technical or higher-risk matters to the supervisor.
Organisational Relationships	Position Reports to: Asset Management Coordinator. Internal Liaisons: All departments. Works Supervisors may allocate or provide guidance on site-based tasks within approved procedures and priorities. External Liaisons: The local community and neighbouring councils and parallel state and central government organisations.
Accountability and Extent of Authority	• Works under general supervision within established procedures and allocated priorities. • Plans and organises allocated work over several days. • Is accountable for the accuracy and timely completion of routine support tasks. • Guidance and advice are readily available. • Has no responsibility for employees, budgets, policy, programs or independent technical decisions. • Uses approved information for community responses and confirms any commitments with the Asset Management team.
Judgment and Decision Making	• Selects from a limited range of established methods in recurring situations. • Works within clearly defined procedures and expected outcomes. • Uses readily available guidance and advice when required. • Addresses routine errors or issues using prescribed steps. • Refers non-routine, sensitive, technical or higher-risk matters to the supervisor or an appropriate Asset Management team member.

Specialist Knowledge and Skill	• Basic understanding of, or willingness to learn about, asset management, infrastructure maintenance activities and engineering principles relevant to allocated tasks. • 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 undertake prescribed checks and prepare routine documentation using approved formats. • Willingness to learn new administrative processes and transfer skills between work areas.
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 work cooperatively as a team member and seek guidance when required. • This position has no responsibility for supervising employees, managing budgets or leading programs.
Interpersonal Skills	• Clear and respectful written and verbal communication. • Ability to provide inclusive customer service and work cooperatively with others. • Ability to provide approved information, maintain confidentiality and refer matters appropriately.
Qualifications and Experience	• Relevant on-the-job experience, a short industry-based training course, or knowledge and skills acquired through secondary education. • Experience undertaking routine administrative, data-entry or record-maintenance tasks is desirable. • Experience using Microsoft 365 or similar applications is desirable; training in relevant Council systems will be provided. • Customer service experience is beneficial but not essential.
Key Selection Criteria	
1. Ability to use, or learn to use, Microsoft 365 and relevant Council systems. 2. Ability to enter, check and maintain accurate information and records. 3. Ability to organise tasks, follow priorities and meet agreed deadlines. 4. Clear and respectful written and verbal communication. 5. Ability to provide inclusive customer service and work cooperatively with others. 6. Ability to follow procedures, protect confidential information and seek guidance when required. 7. Ability to identify routine errors or issues and take the appropriate next step. 8. 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.

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| | <ul style="list-style-type: none">• Ensure that processes and systems are fit for purpose and continuously reviewed to ensure delivery of the best possible service to the community whilst demonstrating value for money. |
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