

## Support Assistant – Building Processing

To undertake client service and administration duties, specialising in the processing of Building Consents, BWOs and Code Compliance Certification.

### Our Tikanga

#### **Whanaungatanga**

*(fostering relationships and a sense of connection)*

- We build on relationships established through shared experiences and working together.
- We get to know each other and take time to greet each other.
- We create opportunities to build relationships and share knowledge with a diverse range of people.
- We value the people around us and their unique contribution to the organisation.

#### **Manaakitanga**

*(showing respect and care for others, hospitality, kindness and support)*

- By showing manaaki we lift the mana (prestige) of all involved.
- We are part of the community and care about outcomes for external and internal customers.
- Our interactions with customers will respect and support their needs.

#### **Kotahitanga**

*(unity, solidarity, togetherness and collective action)*

- We have one shared direction and we all work together towards achieving it.
- We will stop doing anything that strays us from the agreed path to success.
- Our processes lead us to unified outcomes for our customers.
- We speak as one voice.

#### **Atawhaitanga**

*(protection, stewardship, trust and a responsibility for long term outcomes)*

- We deliver our responsibilities in the management and sustainability of our District in a trustworthy way.

We collaborate and establish partnerships that enhance our role in the social, environmental, economic and cultural wellbeing of our communities.

### Our expectations

As part of the Whangarei District Council we want to work as a team to deliver the best outcomes for our district. We are building our organisational culture around the principles of delivering for our customers, our organisational tikanga, working together, and focussing on outcomes rather than tasks.

That means we will:

- provide strong customer service to all our customers
- operate collaboratively as a total Council team
- deliver our services in a way that is best for the district (as opposed to best for the Council), and
- use our organisational tikanga to guide our decision making.

In short, we want you to think about what we are trying to achieve, and then work as a team to provide great services to the residents of our district.

Support Assistant – Building Processing – that's your primary task at Whangarei District Council. But working with us is much more than simply completing the task – it's about how you go about doing the task, how you make a difference to the organisation, the ways you work with others, and how you deliver the best services to the district.

We're continually looking at better ways of working together here at Council. We think each of us has a key role to play in making our district a great place to live. We do that by giving superb service to our customers; we do it by working together as a group; we do it by building a culture where we can all contribute our ideas; and we do it by focusing on our outcomes.

Where appropriate, we want you to be part of cross organisational teams, to bring your solutions to the table, and to work with those teams to implement them.

## What you will do

- Ensure Code Compliance Certificate (CCC), Building Consent applications, Certificates of Public Use (CPU), Certificates of Acceptance (COA), Exemptions, Amendments, Waivers and Modifications are managed within specified time frames and processed in accordance with Council policies and procedures.
- Prepare invoice/refunds for CCC applications, Building Warrants of Fitness (BWOFF), and Building Consent applications within guidelines.
- Prepare and maintain all Building Consent Two Year CCC correspondence.
- Develop and maintain reporting systems relating to overdue BWOFFs.
- Create and maintain all necessary records, files and databases relating to BWOFFs and Building Consents on internal property files and systems.
- Liaise with clients, advising on relevant sections of the Building Act 2004 and any other Building Authority matters.
- Maintain and coordinate BWOFF audits, monthly renewals, new compliance schedules and amendments.
- Release and distribution of the building consent upon payment and meeting of conditions.
- Attend to all correspondence relating to building consents, and the Building Act.
- Delegated authority for signing of BCA formal documents.
- Maintain and continuously update the Administration Manual in relation to the process of issuing CCCs, Building Consents, BWOFFs, and Independent Qualified Persons (IQPs).
- Maintain Building's Peer Review and Audit System.
- Develop effective partnerships with all stakeholders to assist with resolution of any issues.
- Maintain statistical data and maintain reports when required.

## What we all do

- Demonstrate a commitment to cultural awareness in all aspects of work and development.
- Demonstrate a commitment to Council's Diversity policy in all aspects of work and development.
- Embrace training and professional development opportunities for continuing improvement.
- Undertake Civil Defence Emergency Management responsibilities if required

## Customer service

- Demonstrate a "customer first" culture within the team, department and in the wider organisation.
- Act as a Customer Advocate in the team, department and in the wider organisation.
- See customer feedback as an opportunity to improve service.
- Develop partnerships within the organisation to meet customer needs.
- Contribute to the development of customer focused policies and procedures.

## Health and safety

- Accurately and promptly report all accidents, incidents and risks by the end of the working day.
- Keep yourself and others safe.
- Adhere to all Council Health & Safety policies, procedures and guidelines.

## What you will bring

- NZQA recognised qualification at Level 4 or above.
- Minimum of four to six years' experience in secretarial/administration roles with a strong focus on customer service.
- Excellent communication skills.
- The ability to effectively multi-task and have an organised approach to managing tasks, deadlines and working under pressure.
- Strong computer skills, along with attention to detail.
- A self-starter with a positive attitude with a demonstrated ability to work well within a team.

# Delegation

Delegated authority for signing of BCA formal documents.

