

Position Description

Position Title:	Property Records Officer
Reports To:	Team Leader – Property Records
Responsible For:	N/A
Group and Team:	Consenting and Environment – Property Records
Children's Worker:	No
Delegations and Budget Responsibilities:	As per Delegations Register

Purpose

The Property Records Officer is responsible for coordinating and providing high quality, accurate Land Information Memorandums (LIM) to customers within the required statutory timeframes. Providing property information to the public as requested within set timeframes and ongoing maintenance of Council's electronic property records.

Key Relationships

External to Council

- Clients/public.
- Community groups and organisations.
- Other local and regional authorities.
- Outside agencies including Government departments.
- Professional organisations.

Within Council

- Other team members in your Department/Group.
- Other Invercargill City Council employees.
- Elected Representatives.
- Executive Leadership Team.

Our Compass Values and Behaviours

Responsibility

Take ownership of decisions and outcomes, both collectively and individually.

- We willingly share our knowledge.
- We acknowledge our mistakes, work to resolve them and learn from them.
- We give and receive feedback in a constructive manner to resolve issues.
- We do our job with total commitment.

Respect

Everyone is important, as are their views.

- We support and care for each other.
- We stop to listen, learn and understand.
- We communicate in an honest, up-front, and considerate manner.
- We maintain confidences and avoid hurtful gossip.

Above and Beyond

Take opportunities to go the extra mile.

- We take the initiative to improve our work practices to get the best result.
- We challenge ourselves and each other to make it better.
- We take pride in providing the best possible outcomes.
- We are ambassadors for our Council at all times.

Positivity

Always look on the bright side of life.

- We are approachable, interested and friendly.
- We are open and receptive to change.
- We acknowledge and praise the efforts of others.
- We work together as a team to get the job done.

What You Will Do *(provided as a guide only)*

Management of LIM Process

- Process and coordinate LIM applications and reports ensuring the information contained within each LIM is accurate, comprehensive and meets the statutory requirements.
- Ensure all issued LIM's contain no errors and have the relevant information that is known to Council.
- Prepare all documentation in accordance with the relevant procedures manual.
- Obtain the advice of technical experts where there is uncertainty with respect to the information to be provided.
- Ensure you understand the Quality Assurance Manual and adhere to the procedures, processes and systems including file management.
- Ensure information from across Council is collated into LIM applications.
- Ensure all LIM reports are processed and made available to the client within the relevant statutory timeframe.
- Proactively liaise with other sections of Council to ensure that LIM's are efficiently processed.
- Ensure likely delays in responding to enquiries are communicated promptly.

Legislation

- Become familiar and keep up-to-date with relevant Acts, Statutes, Bylaws, Regulations and Policies so that these may be applied correctly.
- Ensure you are able to apply legislation and advice relating to Council, seeking clarification and advice from the Team Leaders and other experienced team members when unsure.
- Ensure you are aware of your own limitations in relation to your knowledge and understanding and actively seek to increase knowledge of the regulatory aspects of role.
- Actively assess required changes caused by legislative change.

Quality Management System

- Undertake all tasks in accordance with the Quality Management System.
- Provide assistance and support to team members to develop, implement and maintain a quality management system.
- Ensure adherence to schedules is maintained and reported in accordance with agreed timelines.
- Ensure any performance issues or overrun timeframes are discussed with your Team Leader.
- Operate under the department's procedures and quality manuals and actively participate in the process for continuous improvement, identifying opportunities to make our systems and procedures better.
- Embrace other's suggestions made through the process of continuous improvement and be flexible to change.
- Assist in the review of procedures and quality systems.
- Positively contribute to quality audits – both internal and external.
- Actively endorse and adhere to the Group Quality System to ensure a consistency of approach.

Record Management and Coordination

- Ensure effective document management in liaison with other Council staff and ensure that copies of all LIM's are stored against the relevant application / property in Objective.
- File LIM's and supporting documentation are filed on a regular basis and recorded in Objective in a prompt and accurate manner ensuring information is readily at hand for all Council staff.
- Ensure existing processes and procedures are stringently followed.
- Scan and profile processed documents accurately ensuring they are easily identifiable by others.
- Collate and process documents and property information to ensure that Council's electronic and manual systems are accurate and current.

- Ensure applications are recorded, processed and maintained in an accurate, timely and easily retrievable manner within Council's computer systems.
- Ensure manual and computer system records reflect each other and inconsistencies are investigated and resolved.

Note: Specific performance measures for this position will be discussed between you and your manager through the performance development plan process.

What You Will Bring

The below qualities, knowledge and skills are the key focus for this role and are used to assess an applicant's suitability for the role and the incumbent's performance in the role.

Education and Qualifications

Essential:

NCEA Level 2 or equivalent in English, Mathematics and Computing

Desirable:

Full New Zealand Drivers Licence

Knowledge, Skills and Experience

Essential:

Previous experience in a similar role

Knowledge and understanding of Microsoft Office programmes and database management

Well developed, effective verbal and written communication skills

Desirable:

Experience in a similar role or with a Local Government Authority

Knowledge of the business of Local Government

Understanding of the Local Government Act, Local Government Official Information and Meetings Act, Invercargill District Plan and the Building Act

Ability to read plans and specifications, and ability to explain the technical language / complex legislative framework in an understandable way to customers and professionals

Practical working knowledge of land appellation and cadastral systems

Previous experience with document control and auditing

Agreement

Employee

Name

Sign

Date

Manager

Name

Sign

Date

Note: From time to time it may be necessary to consider changes in the position description in response to the changing nature of the work environment, which includes technological and statutory change. Such changes may be considered as part of the performance development review process or as required.

What We All Do

Customer Commitment

Treat customers with respect – taking the time to listen, learn and understand.
Present a positive image of Council by ensuring an efficient, courteous and professional service to customers at all times.
Acknowledge problems and complaints, identifying and promptly acting on solutions.

Continuous Improvement

Evaluate and review work practices and processes within all areas of responsibility to ensure that they are effective and efficient and implement improvements where appropriate.
Identify and propose additional business or service opportunities that enhance Council's existing capabilities.

Health, Safety and Well-being

Promote a safe and sound working environment and a culture of safe and responsible behaviours and attitudes.
Adhere to Health, Safety and Well-being policies and procedures, enabling a safe and healthy work environment for all workers and members of the public.

Civil Defence Emergency Management

Assist Council in preparing for and responding to an emergency.
After establishing the safety of members of your household, you may be assigned duties to assist Council and/or Emergency Management Southland in an emergency.

Other Duties

Undertake duties from time to time that may be in addition to those outlined but which fall within your capabilities and experience.