

Position Description

Position Title:	Team Leader – Consenting and Applications
Reports To:	Manager – Consenting and Applications
Responsible For:	5 Direct reports plus Indirect Contractors
Group and Team:	Consenting and Environment – Consenting and Applications
Children’s Worker:	No
Delegations and Budget Responsibilities:	As per Delegations Register

Purpose

To lead and manage the day-to-day operations of the consenting and applications team, ensuring compliance with the Building Act, Resource Management Act (RMA), and other relevant legislation. Oversee efficient consent processing and high-quality customer service, supporting sustainable development and regulatory compliance. Foster a collaborative team culture, drive continuous improvement, and engage with stakeholders to enhance service delivery.

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)*

Leadership

- Lead, coach and motivate team members, promoting employee engagement with constructive feedback, openness, acknowledgement and trust.
- Encourage a workplace culture of shared ideas, problem solving and mutual support within and across teams that empowers others to achieve results that are responsive, business like, well planned, safe and successful.
- Create a team culture, supported by processes and practice, that views health, safety and wellbeing as a critical element of business as usual.
- Supervise team member performance and ensure the effective delegation of work tasks.
- Work alongside management to ensure that the annual performance development is carried out in accordance with Council's Performance and Remuneration Framework.
- Promptly raise concerns relating to the performance of team members with management so that an appropriate support/development plan can be put in place.
- Alongside management, work within the financial activities and budgets under your control in accordance with Council guidelines, timelines and delegated responsibilities.

Strategic Direction and Collective Leadership

- Ensure team members are well connected to ICC's overall strategic direction, and understand how they contribute to that direction.
- Lead, foster and role model behaviours that positively contribute to:
 - A collaborative and positive team culture for Consenting and Environment
 - A coordinated and cross-departmental approach to service delivery and decision making
- Lead, support and contribute to high-performance service delivery model with the following focus areas:
 - The customer is at the centre of everything we do
 - Effective, efficient ways of working that deliver great outcomes
 - Sector-leading innovation
 - Pragmatic decision-making, with the confidence to balance risk across customer outcomes, legislation and regulatory requirements
 - An enabling approach to sustainable development
- Support and contribute to the alignment of team activities with organisational goals and strategic priorities.
- Stay informed of legislative changes, case law, and industry trends to ensure Council practices remain current and compliant.
- Contribute to operational planning discussions, providing insights into team performance, challenges, and opportunities for improvement.

Consenting and Application Oversight and Excellence

- Ensure efficient processing of building and planning consent applications, meeting statutory timeframes and quality expectations, and ensuring a core focus on customer service delivery.
- Maintain consistency in policies and processes across the team to reduce errors and discrepancies and support high-quality outcomes.
- Oversee workflow management for resource and building consents, ensuring applications are vetted, processed, and decided efficiently.
- Ensure there is an efficient process for allocating applications and ensuring that decisions are appropriately arrived at. Decisions should be approved at a level appropriate to their risk/profile.
- Act as the first point of escalation for operational queries, offering practical solutions and clear direction while ensuring consistency in decision-making.

- Contribute to and support the BCA accreditation process by actively providing input, maintaining compliance with accreditation standards, and collaborating effectively to maintain accreditation.
- Address compliance risks proactively, providing recommendations to improve processes and mitigate potential issues.
- Ensure audit findings (internal and external) are actioned and integrated into team practices to support continuous improvement.
- Complete regular status reports (monthly, quarterly and/or annually) that outline the team's performance in the achievement of outcomes, or Council objectives. Reports may be required for Council or relevant government or non-government agencies.
- Participate in discussions on the long-term delivery of building regulatory services for Council.
- Oversee the processing and coordination of PIM applications and reports ensuring the information contained within each is accurate, professional, comprehensive and meets the statutory requirements.
- Ensure all PIM reports are processed and made available to the client within the relevant statutory timeframe and include the relevant information that is known to Council.
- Ensure that PIM reports are accurately stored against the appropriate application/property in Council's computer system.
- Ensure appropriate billing is established and executed for services relating to PIM requests.
- Provide regular reporting to the manager on PIM processing metrics and accuracy.

Contractor Management

- Set clear performance expectations and provide leadership to contractors, ensuring quality, timely, and compliant service delivery.
- Monitor contractor performance and collaborate with contractors to address issues, support continuous improvement, and maintain high standards of service.
- Manage contractor time and associated costs to ensure best value for money for applicants and Council.
- Build strong partnerships with contractors, viewing them as an integral part of the workforce, and ensuring they are engaged and aligned with Council and community priorities.
- Provide regular reporting on workflow including application numbers and types, allocations to FTE's and Contractors and any monitoring and enforcement matters. Provide reporting on KPI's to Council as directed.

Regulatory Leadership

- Take a proactive approach to Council's role as a regulator, shaping programmes and supporting staff to enable an education-first approach to regulation and enforcement.
- Take action to ensure Council responsibly discharges its obligations as a regulator.
- Engage with and contribute to risk management practices to mitigate legal, operational, and reputational risks.

Process Efficiency and Continuous Improvement

- Drive, support and actively contribute to a culture of continuous improvement, where team members welcome constructive challenge with a view to constantly raising the bar.
- Work with team members to identify opportunities for system and process efficiency, with a view to simplified work processes and improved outcomes for our customers and community.
- Engage in collaborative working relationships with internal teams to deliver improvement initiatives.
- Develop and support a quality assurance focus by guiding team members to actively contribute to Council's QA systems and processes, ensuring accountability for quality outcomes and continuous improvement.

Customer Service and Stakeholder Engagement

- Contribute to developing productive customer and stakeholder relationships ensuring ICC is well positioned with relevant industry sectors, including public sector partners
- Lead a customer focussed approach to service delivery that ensures productive customer relationships.
- Represent ICC in public forums, industry events, and external engagements as required.

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 position and are used to assess an applicant's suitability for the role and the incumbent's performance in the position.

Education and Qualifications

Essential:

A tertiary qualification in building control, planning, resource management, or a related field
Full NZ Drivers' License

Desirable:

Membership or accreditation with professional bodies such as BOINZ or NZPI

Knowledge, Skills and Experience

Essential:

Technical knowledge and 5+ years' experience in building consents or resource consents processes in a New Zealand local government or regulatory environment
Experience in building and/or resource consent processes, with a demonstrated understanding of regulatory frameworks
Strong understanding of the Building Act, RMA, and related regulations
Proven leadership and team management skills, with a focus on mentoring and performance development
Previous experience in a leadership or coordination role, preferably within a local government context
Excellent communication and interpersonal abilities to engage effectively with team members, customers, and stakeholders
Strong organisational and problem-solving skills, with the ability to manage multiple priorities under tight timeframes
Attention to detail and a commitment to maintaining high-quality standards
A high level of judgement and the ability to navigate and negotiate solutions to complex problems whilst maintaining an enabling and solution focused mindset

Desirable:

Knowledge of tikanga Māori and Te Tiriti o Waitangi, with the ability to engage appropriately with iwi

Agreement

Employee

<i>Name</i>	<i>Sign</i>	<i>Date</i>
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Manager

<i>Name</i>	<i>Sign</i>	<i>Date</i>
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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.