

## Building Control Officer - Processing

To perform building control processing functions as delegated by the Whangarei District Council.

### 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.

Building Control Officer – 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

### 1. Consenting & Processing

- Process plans, specifications and other construction documentation for commercial and residential buildings and structures.
- Ensure all project information inputs are accurate and reliable.
- Ensure that the principles, requirements and obligations of the Building Act and other legislation are applied throughout the consenting process.
- Execute work within designated category and work according to established competency skill levels and procedures.

### 2. Duty Officer

- Work a shared duty régime as set by management for answering general customer queries.
- Ensure that the general public are well informed of the Building Consenting and inspection régime including CCC or other certifications queries.
- Provide technical back up for Customer Service representatives and other department staff.

### 3. Project Work and BCA Support

- Read and keep up to date with all guides and framework for Project Management as provided by the WDC.
- Understand and use the WDC provided methodologies to assist delivery of project deliverables.
- Read and keep up to date with all legislation affecting BCA Accreditation.
- Read and keep up to date with all policies and procedures affecting BCA Accreditation. Follow all BCA procedures and policies and become an advocate for the BCA and its procedures.
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## 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

- Tertiary Diploma in Building Control Surveying or equivalent
- Ability to read, comprehend and interpret plans and specifications.
- Strong understanding of The Building Code and other related legislation.
- A strong focus on meeting customer needs and providing a level of service that supports Council's requirements and expectations.
- Strong report writing skills.
- Ability to communicate complex technical information with a varied and broad range of stakeholders
- Strong IT Skills in a variety of software applications, including Microsoft Office particularly Excel and Word.

- Ability to work methodically and efficiently and to set and meet appropriate standards and deadlines.
- Ability to influence others through development of strong working relationships and provision of clear well thought out advice.
- Demonstrated ability to work well and collaborate effectively with others within a team environment

## Additional Information

Financial Delegation – Nil

Position Grade – Grade 14

Organisation Chart – see below

