



Position Description – Development Engineering Technical Advisor

This position reports to: Engineering & Stakeholder Manager

Career Level: 14

Position purpose:

As a member of the Development Engineering Team the Development Engineering Technical Advisor is responsible and accountable for coordinating technical tasks that support the delivery of all assets brought to Council by the Development Engineering Team. These responsibilities include customer service (both internal and external), providing development engineering advice and process improvement support to the Engineering & Stakeholder Manager in order to optimise workflow procedures in the office and specific projects.

The key areas of responsibility include;

- **Customer Service:** Act as the first point of contact for all enquiries to the Development Engineering Team by managing the Development Engineering and 3Water Servicing inboxes and provide technical advice to both internal and external customers over the phone, via email, online and in person in a timely manner. Respond to and close off customer queries and complaints through the appropriate service request process.
- **Coordination:** Provide support to the Engineering & Stakeholder Manager and the wider team. Conduct vetting checks on all Engineering Acceptance and Section 224 Certificate applications and be responsible for coordinating the delivery of these approvals in a timely manner. Coordinate the setup of 3Waters Servicing Certificates, BCEA/multi-dwelling Engineering Acceptances, Engineering Acceptances and Section 224 applications, ensuring all required information is received, relevant checks are completed, and certificates or approval letters are issued within required timeframes. Coordinate and manage the processing of Development Engineering input into PIM's, Flood Assessment Certificates, Resource Consents and Building Consent applications within the statutory timeframes and level of service obligations.
- **Street Naming & Numbering:** Coordinate and administer street naming, property numbering, and addressing processes, including liaising with developers, utility providers, customers, and LINZ, managing address updates, and providing associated administrative support
- **LIM's:** Be responsible and accountable for delivering technical input into LIM's including but not limited to managing the implementation or removal of LIM notes where appropriate.
- **Support:** Assist the Engineering & Stakeholder Manager with process improvement to optimise and prioritise the conflicting demands in a busy and reactive environment to enable the wider team to meet deadlines and see responsibilities through to completion.. Be accountable for escalating important emails and responding with technical input directly where appropriate. Provide technical administration and general office services to support the daily activities of the Development Engineering Team. Be accountable for providing all necessary and up-to-date information associated with the Property Split process.
- **System Technical Support:** Ensure all records and information are filed correctly into PORT and maintain accurate Engineering Acceptance, Section 224, resource consent and vested assets registers. Provide Microsoft Office and general administrative support, including document formatting, proofreading and preparation of team resources. Keep Development Engineering processes up to date in Flowingly and update webpage content through Squiz Analyse customer feedback trends and support the development of resources and process improvements for internal and external stakeholders.
- **Financial Management:** Ensure all allocated time is entered in Magiq prior to invoicing and invoices are processed, accurately authorised following financial delegations and procedures and forwarded to the finance team in a timely manner so they can be processed by the due date. Be responsible and accountable for raising invoices with the Accounts Receivable team for

Be a good
human

Be brave – think
differently

Better
together

Make it happen
for Selwyn

 Selwyn
DISTRICT COUNCIL

BCEA/multi-dwelling, Engineering Acceptance, and 3Waters Servicing Certificate applications and ensuring these invoices are paid in full prior to issuing of relevant approval letters or certificates.

- **Relationship Management:** Manage the relationship with each member of the Asset Management Team, adapting to differing styles and preferences; Establish and maintain effective collaborative relationships with internal and external stakeholders.

Direct reports: 0

Deliverables

Big Picture

- Have awareness of strategies, contribute to plans and KPIs for self, team and other teams as required
- Stay up to date with legislation and practices as appropriate to role
- Understand the intent/ethos of local government and the services provided by other parts of the Council
- Stay informed of organisational activities and decisions through being attentive to communications
- Show understanding and commitment to Te Tiriti o Waitangi (The Treaty of Waitangi) principles, know how these Principles are relevant to your work

Performance

- Achieve performance goals and expectations and follow leadership instruction on time and to a high standard consistently
- Report on progress to plan, and against own KPIs
- Take an active role in own goal setting, learning and development
- Correctly and appropriately use technology as required for role, including new technologies
- Contribute to the sustainability efforts and financial position of the Council through the responsible use of resources and equipment
- Comply with all legislation and Council policies
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- Set a positive example for punctuality, attendance and work ethic

People & Culture

- Act in ways that align with and promote Council values
- Be a positive and constructive team member
- Collaborate on cross team/discipline projects and teams as required
- Constructively and successfully adapt to changes
- Take positive actions to keep self and others physically and psychologically safe and well
- Attend, be prepared for and engage constructively in all meetings
- Deliver exceptional customer service consistently (make every interaction count)
- Build effective, sustainable relationships at all levels
- Have consistently positive interactions externally and with Community Boards and Elected Members (as required for role)

Requirements for all staff

- Selwyn District Council honours Te Tiriti o Waitangi. We are committed to working with our Treaty partner to deliver on our obligations under Te Tiriti o Waitangi.
- Take all reasonable and practical steps to ensure the health and safety of yourself and others. Comply with any reasonable health and safety instruction, policy or procedure and ensure that all hazards, risks and incidents are reported using Vault.
- Actively participate in Performance Appraisals and complete a learning plan in conjunction with your manager.
- Maintain a strict sense of professional ethics, maintaining confidentiality and privacy as per the Privacy Act and abiding by Council Policies.
- Be responsible for meeting the provisions of the Public Records Act 2005 (PRA) and the Local Government Official Information and Meetings Act 1987 (LGOIMA) in respect of Council information, and for following related Selwyn District Council policies and processes.

Emergency Management requirements for all Council Staff

- Selwyn District Council has a legislative responsibility to respond to an adverse event occurring within our communities. As such, any staff member may be required to assist the Emergency Management Team respond to such an event. Family circumstances and BAU roles will be taken into account.
Required assistance may include:
- Coordination of emergency services and lifeline providers within the community during a civil defence emergency or adverse event.
- Respond to civil defence emergencies or adverse events wherever possible and if it is safe to do so.
- Participate in any required Civil Defence exercises to ensure that essential services are maintained.

Authorities

- Authorised to commit the Council to a course of action by signing external correspondence within approved delegation levels. For courses of action which will exceed the delegation levels, this must be done in conjunction with your manager.
- Comply with all other relevant sections of the Delegations and Policies manuals and their amendments.

Skills and Experience

Essential	Desirable
• At least 7-8 years experience in a coordinator/administrator role within the construction industry. • Experience with Asset Management Systems. • Reporting and analysing data experience essential. • Experience with invoices and complex receipting. • Excellent customer service • High level of digital literacy and ability to keep up to date with changes in office technology • Excellent verbal, written (including report writing) and interpersonal communication skills • Strong time management skills • Ability to problem solve, show initiative and possesses sound decision making skills • Good analytical skills and attention to detail • Ability to research information effectively • Actively engages and contributes to the success and wellbeing of the team • Looks for process improvements or better ways to do things • Has a solution focused attitude to issues and problems	• Local Government sector experience • Experience in financial reporting, budgeting and procurement

Key relationships

External	Internal	Committees/groups
Te Taumutu Rūnanga	Chief Executive	Committees of Council
Te Ngāi Tūāhuriri Rūnanga	GM Infrastructure & Property	Business organisations and networks
Council customers	All other members of the Executive Leadership Team	Special interest groups and committees
Selwyn residents	Infrastructure & Property Council staff	
External contractors	Mayor	
External consultants	Elected Councillors	
Territorial and Regional Authorities	Elected Community Board Members	
Government Agencies (incl MfE, MBIE, Work safe NZ, Ministry of Justice, Police, ACC, DIA)		
Non-government agencies		

Individual Contributor Competencies



Eats problems for breakfast. When faced with a new situation or setback, uses initiative and takes appropriate action.



Does Change Well. Is open-minded about change and prepared to adapt. Moves forward positively and constructively.



Builds Togetherness. Is equally open and friendly with all people, and respectful of individual differences. Works effectively in teams.



Rocks the messaging. Keeps those who need to know 'in the know'. Communicates clearly and appropriately.



Tackles the tough stuff. Prepared to constructively share an opinion and get involved in conversations on challenging matters. Takes ownership of mistakes.



Delivers the goods. Reliable, conscientious, disciplined and organised. Delivers to a manageable high standard consistently.



Brings out the best. Enjoys learning and improving their skills to be the best they can be. Embraces opportunities to identify and address development needs. Recognises and celebrates the achievements of others.



Sets the tone. Can keep functioning and stay calm when under pressure. Is a positive influence in the team.

Education, Qualifications, Memberships

Essential

- National Diploma or relevant experience.

Desirable

- Tertiary qualification engineering/construction.

The information contained in this position description is intended to describe the general nature and level of work being performed. It is not intended to be an exhaustive list of all responsibilities, duties and skills required of the position and incumbent. From time to time it may be necessary to consider changes to the position description in response to the changing nature of our work environment.