

Job Description



My Position

Position:	Team Leader – Building Consents
Section:	Building Assurance
Group:	Environmental Services
Responsible to:	Building Assurance Manager
Responsible for:	• Senior Building Technical Officer – Processing x1 • Building Technical Officers – Processing x 3 • Building Consent Specialist x 1 • Regulatory Officer – Building Assurance x1
Job Purpose:	• Provide effective leadership the Building Consents team. • To process building consent applications and assess for compliance with the NZ Building Code. • Contribute to Council maintaining its Building Consent Authority status with improving efficiency and service. • Provide expert advice on new rules, trends and proactively manage the building consent process systems and their improvement. • Provide the above with an excellent customer service ethos and in a cost-efficient manner. • Ensure the delivery of safe and sustainable buildings for our community.

Our Council

Our District Vision:	Thriving resilient Tasman <i>Kia manawaroa te tai o Aorere</i>
Our Purpose:	Delivering Public Value <i>Kia whai hua mā te marea</i>

Our Values

We support our Vision and Purpose through living our values.

Auahatanga – Innovation. *I orea te tuatara, ka patu ki waho. A problem solved by continuing to find solutions.*

- We love ideas, big or small
- We delivery differently
- We learn and grow
- We give it a go
- We are brave and challenge the status quo

Manaakitanga – Caring/ Sharing. *Te tohu o te rangatira, he manaaki. The sign of a leader is how they support, protect and respect others.*

- Helpfulness and respect guide us
- Our mana encourages and lifts others up
- Care and empathy are a priority
- We are always welcoming
- We freely share knowledge

Kawenga – Responsibility. *Kia ū ki te pai. Stay resolute to that which is good.*

- We honour our commitments
- We act professionally with integrity
- We are honest and open
- We bring the right attitude to work
- Safety and wellbeing come first
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Whanaungatanga – Relationships. *He aroha whakatō, he aroha puta mai. If kindness is given then kindness shall be received.*

- We connect, listen and involve
- We believe in collective success
- Our stories create shared meaning
- We embrace diversity
- We are kind and nurturing

My Department

Role of the Environmental Services Group

The Environmental Services Group are the Tasman region's front-line providers of environmental information, science expertise, and natural infrastructure management. We provide respected specialist expertise across a range of land, water and ecological disciplines, and serve as the region's natural hazards advisor during times of emergency. Our dedicated teams also carry out extensive environmental control and protection work across the region, including biosecurity, catchment enhancement, coastal erosion, and river management works.

The Group also looks after most of the Council's regulatory functions which facilitate the development and use of land, water, and coastal resources, and which regulate activities in order to protect and improve public health and safety and the environment, and to minimise nuisance and harm to people and places. The functions undertaken include building control, resource consenting and compliance, environmental health (including food safety), alcohol licensing, animal control, parking control, biosecurity and maritime safety.

We achieve this by demonstrating the principles of Te Tiriti, investing wisely in business process improvement, data management, people, tools, and science, and by respecting, supporting and enabling those that rely on our work. Our information systems and specialist advice provide a wealth of environmental understanding, enabling our Council and communities to make empowered decisions.

My Key Result Areas

My Priorities	
What am I supposed to do?	How well am I supposed to do it?
Building Consents • Manage the allocation of building consent applications to team members so that they may be processed in accordance with all legislative requirements and within required timeframes. • Ensure that consent processing is carried out in a consistent, fair and accurate manner in accordance with the BCA's Quality Assurance System • Provide consent applicants with accurate and consistent advice to enable them to fulfil the statutory requirements associated with the Building Act. • Develop and maintain collaborative working relationships between Council departments to improve consenting procedures. • Contribute to system development and process improvements to ensure ongoing efficiency in the wider Building Assurance team. • Provide quality coaching and mentoring to the processing team in order to develop competencies meeting the requirements of Regulations 2006 sections 10 and 11. Ensure	Building Consents • Building consent applications are allocated in accordance with the BCA manual technical competency framework and in an efficient way. • Building Consent applications are processed appropriately and within the timeframes, • Council's liability is minimised through proper following of Council BCA procedures. • Monitoring and regular reporting of consent application timeframes and issues is regularly made to the Building Control Manager. Issues with consent processing timeliness and quality are raised and resolved. • Consent processing is consistent, fair, accurate and good quality • Advice to applicants is accurate and consistent and does not expose Council to liability. • Consent application and Council's review systems are practical and clear. • Statistics and competency framework records show building control issues related to Processing audits and competency reviews are resolved in a timely manner.

Processors competencies are current, or working under appropriate supervision. • Manage processing audits and ensure these are up to date. • Ensure consent processing services are provided within the budget and in accordance with relevant Annual Plan targets. • Ensure an efficient and integrated consent service is maintained particularly regarding TA matters and PIM processing. • Leadership of the Building Consent Officers to provide the most effective and efficient service possible. • Investigate or oversee Processing related complaints as raised by processors or customers and/ or assigned by the Building Manager	• Applicants benefit from an integrated consent service for TA, PIM and Building consents from the unitary authority. • Building Consent Officers function as an effective, high performing team, as a BCA, Council has access to, trains for and uses skills and qualifications to match processing categories required. • Complaints are competently investigated, and correct decisions made, reported and recorded.
Reporting and Recording Systems • Develop and maintain robust and accurate systems relating to consent processing. • Ensure BCO's provide accurate and timely advice to administration staff to update status of consents • Report as required on various aspects of consent processing functions. • Provide support and information to enable the continued improvement of the building consent processing system, including increasing efficiency, minimising liability and improving process turnaround time.	Reporting and Recording Systems • Systems and data maintenance are robust to ensure that reports are accurate, responsive, useful and provided on time. • Reports confirm that status of consents information is accurate and timely. • Building Control Manager receives accurate reports as required and has been kept in the loop about any possible issues that might affect budgets, the annual plan or high profile issues. • Building Control Manager confirms that support, information and ideas for improvement are suggested and where approved, implemented and documented.
Communication • Provide and receive regular and efficient feedback to and from Inspectors, Consent and Policy Planners, Environmental Health Officers, Engineering Services and the Environmental Information Section regarding issues of non-compliance, • Maintain a robust recording and liaison system to ensure all matters that require discussion, clarification or modification are effectively dealt with. Reply to correspondence with applicants and others as required. • Contribute to the delivery of stakeholder engagement initiatives.	Communication • Positive communication and an effective working relationship are evident with Inspectors, consent and policy planners, Environmental Health officers and Engineering services • The relevant officer is provided with the issue/ information without delay. • Positive communication and an effective working relationship with Senior CSO team are evident and ensures data recording, receipting and recording applications and information resources are kept current. • Correspondence is processed and replied to in accordance with Council's timeframes and other policies. • Assistance with the development of presentations is evident and feedback confirms contributions are adding value. • Contributions to aligning services and resources with other consenting authorities are evident and add value. • Customer first services and solutions are evident. • Proactive engagement with internal and external stakeholders is evident and feedback confirms this.

My Leadership

Team Leadership & Engagement

- I act as good role model, am an enabler of change and demonstrate a leadership style that creates a positive environment that fosters, develops and promotes engagement and collaboration.
- I create a team culture of fairness and belonging, where all members of my Section are and feel valued.
- I provide opportunities for my team to participate and be included in decision making that may impact on their individual or team performance outputs.
- I openly celebrate success and tell the stories around how problems are identified and resolved.

Team Performance Management

- I effectively lead, enable and hold others accountable for delivering on our Section work programme and Council's strategic goals and performance objectives.
- I provide effective support and proactively assess my team's workload and reallocate workloads when needed.
- I make sure my team understand their statutory delegations and apply these correctly.
- I make sure reports to Council prepared by my team meet the expected standards and format.
- I understand the data and information generated by my team is an important Council asset and I use this data and systems to drive performance, quality decision-making and improved service delivery.

Team Professional Development

- I make sure everyone in my team has clear annual performance goals and measures that are aligned with Council's strategic goals, and I meet with them regularly to discuss and review progress.
- I have regular development, mentoring, coaching, feedback performance conversations with my team, I understand their career goals and encourage participation in appropriate training opportunities.
- I make sure appropriate succession planning is in place for my team and there are clear links to individual's career development plans.

Team Recruitment & Induction

- I take an active responsibility for the recruitment of the 'right person in the right job'.
- I actively participate in and ensure quality induction, training and ongoing socialisation is provided to new members in my team.

My Contribution

Accountability

- I take responsibility for my performance, decisions and actions and how these impact on others.
- I take ownership of my wellbeing and health and safety responsibilities and seek support if I need it.
- I take responsibility for ensuring the digital information, data and records created from carrying out my role are properly stored, maintained and retrievable.
- I fulfil other assigned responsibilities, tasks and project work in a professional and timely manner.

Customer Focus

- I focus on the needs of our customers and provide all of them with outstanding service.
- I treat all people with respect, and I deliver on the commitments I make.
- My actions are fair and build trust with my colleagues, customers and our community.

Relationship Building

- I build and maintain genuine relationships with my colleagues, customers and our community.
- I actively listen to others and am supportive, friendly and helpful.
- I respect all cultures and act in ways that make others feel included and valued.

Resilience & Adaptability

- I support new ways of working and am able to be flexible and calm when facing change or difficult situations.
- I am digitally confident and participant in opportunities to learn how to apply digital business technology and tools to my work.
- I am a willing contributor and participant in business process improvement solutions and other initiatives that enhance our service delivery.

Motivation & Drive

- I take responsibility for my own learning and development and welcome feedback to improve my performance.
- I effectively plan, manage and prioritise my work and deliver it on time.
- I choose to bring the right attitude to work and I role model behaviours and attitudes that align with the Council's Values.

Collaboration & Inclusion

- I actively contribute to the achievement of team goals and objectives.

• I collaborate effectively with others and support my colleagues to achieve the Council's strategic goals and objectives.
Civil Defence Emergency Management • I provide assistance and support during civil defence / emergency management activities. • I participate in civil defence and emergency management training.
Working within te ao Māori • I have the appropriate level of knowledge and understanding of the principles and application of Te Tiriti o Waitangi for my role. • I have the appropriate level of knowledge of Tikanga Māori (customs and practices) and Te Reo Māori (Māori language) for my role. • I have the appropriate level of knowledge of Council's engagement protocols with the whānau, hapū and iwi of te Taihū for my role. • I foster a culturally inclusive environment by actively engaging with and respecting Māori perspectives and practices in my work.

My Delegations

I have delegated decision-making authorities and financial responsibilities for expenditure as listed in Council's Delegations Register. I also have staff responsibilities.

The Council may from time to time delegate to me other specified powers and duties, all of which I must exercise with due care and diligence.

My Competencies

My Qualifications and Experience:

- Diploma (Level 6) in Building Control Surveying or an equivalent recognised qualification applicable to building design and construction (NZCB, NZCD).
- A minimum of 5 years senior experience in a Building Consent Authority or building design and construction industry.
- Assessed as being able to process Category complexities 1. 2. & 3 residential, commercial and multi-story structures.
- Proven leadership, staff management and mentoring skills with a commitment to high performance and teamwork.
- Demonstrated digital literacy skills and ability to analyse and produce quality information/documentation.
- An excellent working knowledge of all relevant statutes, regulations and standards pertaining to building and an understanding of Local Government procedures in the building consent processing area.

My Personal Attributes:

- Excellent written and oral communication skills, in particular an ability to effectively and concisely present information to Council, management or the public.
- A high level of resilience.
- Initiative and good judgement skills and a disposition to solving problems.
- Excellent organisational skills and an ability to work under tight time constraints.
- Analytical skills and judgement to review technical problems and issues.
- An ability to relate to a wide range of people and a proven commitment to quality customer service and teamwork.
- Ability to remain calm, constructive and understanding when handling difficult customers, complaints and stressful situations so as to generate a positive image of the Council.
- An active team member with a passion for customer service and a genuine enjoyment in assisting people.
- This position may involve work outside of normal working hours.

My Agreement

My Name:

My Signature:

Date: