

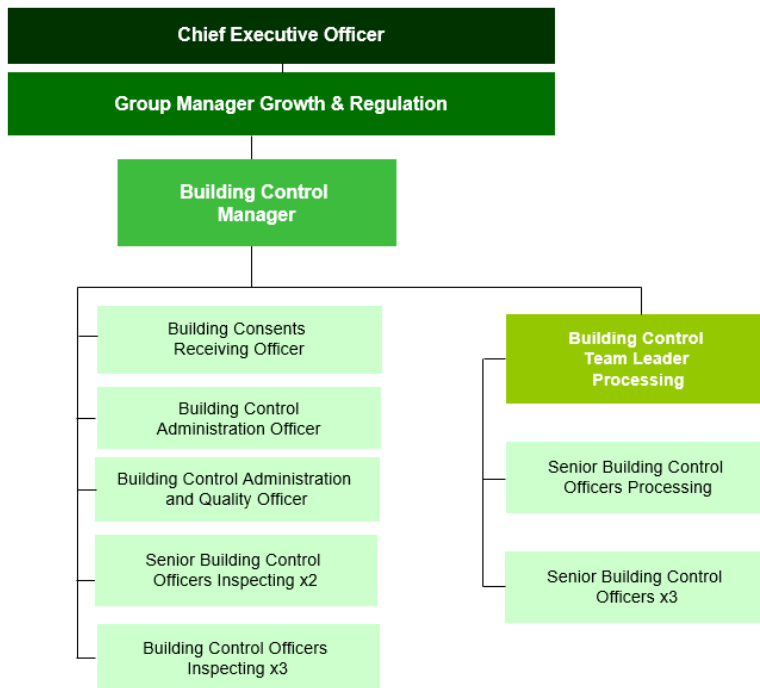


Position Description

Title	Building Control Officer
Group:	Community Development
Reports to:	Building Control Manager
Staff reporting to this position:	0
Position purpose:	To evaluate and process building consent applications, undertake inspections and answer customer enquiries in accordance with Council's policies and legislative requirements.
Position grade:	14
Date:	November 2024



Organisation context



Our Vision: Making a difference

We as a Council strive to make a difference in our community in everything we do. In our work, in our district, and in our staff culture.

Making a difference means doing your job to the best of your ability, to improve the district, the towns we live in, and the lives of the people who live in Matamata-Piako.

The way we do things, has a real opportunity to make a difference in the lives of those who live in our communities.



Our Mission: Working with the community

Our mission is to work with the community to enhance the lives of all those in the district.

What we do has a direct effect on our community - the better the quality of our work and the more we work with our community, the better our community will be.

What we do matters.



Our Values: We do it right, we do it better, we do it together



Expected behaviours

We do it right

- We are accountable for our actions
- We take ownership of our work
- We provide great customer service
- We are professional in all our dealings with others
- We are aware of how our actions reflect on Council
- We are open and honest with each other
- We are trustworthy
- We are responsible for our own wellbeing and the wellbeing of our workmates

We do it better

- We are open to learning and change
- We are self motivated and we use our initiative
- We learn from our mistakes
- We challenge the status quo
- We strive for continuous improvement
- We are friendly, helpful and flexible
- We are solution centred

We do it together

- We work together as one team
- We respect and accept the views of others
- We are informed and we keep others informed
- We share our knowledge with other teams
- We celebrate success
- We are actively involved as part of the team



Key accountabilities

The position of Building Control Officer encompasses the following functions or Key Accountabilities:

- Building Control
- Monitoring and Enforcement
- Customer Service
- Fencing of Swimming Pools
- Teamwork
- Resource Management
- Customer and Community Focus
- Corporate/Organisation Contribution

The requirements in the above Key Accountabilities are broadly identified below:

Jobholder is accountable for	Jobholder is successful when
<p>1 Building Control</p> <ul style="list-style-type: none">• Process building consent applications in accordance with all aspects of the New Zealand Building Code and regulations, and other relevant legislation.• Undertake inspections during construction stages of buildings within 24 hours of request and record inspection details.	<ul style="list-style-type: none">• Consents processed accurately and within legislative requirements. Record all reasons for decisions made on process sheets.• Ensure compliance with the Building Code and other relevant legislation and undertaking work within prescribed timeframe.• Timeframes are met as indicated by CCC records.



<ul style="list-style-type: none"> • Conduct final inspections for Code of compliance within required time frames and monitor all other consents on a monthly basis to ensure the CCC is issued at the earliest opportunity. • Issue Compliance schedules and audit 10% of Building Warrant of Fitness with the District for compliance and advise Customer services for recording. • Provide information for LIMS reports within 8 hours of receipt for urgent requests and within 3 days for non-urgent requests. 	<ul style="list-style-type: none"> • Records show that 10% audit completed. • Timeframes met as shown by Lim register.
<p>2 Monitoring and Enforcement</p> <ul style="list-style-type: none"> • Investigate and report on non-compliance relative to the respective legislation and Council policies for building related activities. • Make recommendations to achieve compliance and liaise with Building Control Team Leader and Building Control Manager to achieve compliance. • When required issue a notice to fix and monitor the activity and report on the finding. 	<ul style="list-style-type: none"> • Enforcement action given to achieve the desired result. • Recommendations are clear, concise and accurate. • Notices are monitored and enforced within a timeframe.



<p>3 Customer Service</p> <ul style="list-style-type: none"> • Respond to enquiries, requests and give advice in relation to building related matters. 	<ul style="list-style-type: none"> • Accurate information given in a friendly and timely manner. Positive feedback from customer surveys.
<p>4 Fencing of Swimming Pools</p> <ul style="list-style-type: none"> • Promote the fencing of swimming pools to comply with statutory requirements. • Carry out inspections within three working days of request and advise owners of requirements. 	<ul style="list-style-type: none"> • Inspection reports completed accurately and recorded with Customer services.
<p>5 Teamwork</p> <ul style="list-style-type: none"> • Ensure consistency in application of statutory requirements and dealings with the public. • Participation in team meetings ensuring open communication. • Provide feedback to team of matters discussed at any conference or training course attended. 	<ul style="list-style-type: none"> • Implement resolutions from team meetings. • Attend team meetings and participate. • Feedback given at meetings and recorded in minutes.



<p>6 Resource Management</p> <ul style="list-style-type: none"> • Ensure that applications for accessory buildings are developed in accordance with the district plan. • Provide advice to public on Resource Management issues relating to building development for residential, rural and accessory buildings. • Prepare resource consent report for the relocation of second-hand buildings where all other issues comply with the District Plan. • Notify planning team of any conditions of resource consent or other planning matters that are still outstanding at the time of final inspection. 	<ul style="list-style-type: none"> • Applications processed within timeframes and meet statutory requirements. • Accurate information given in a friendly and timely manner. Feedback in customer surveys positive. • Report completed within 10 working days of receipt of all necessary information. • Report for planning team.
<p>7 Customer and Community Focus</p> <ul style="list-style-type: none"> • To ensure that the reputation of Council is enhanced and that a sound relationship with the district community is developed by maintaining an open policy for community participation and the distribution of information. • Ensure customers receive good service over the phone, face to face and through mail and email. • Follow through on Customer Request for Service (CRM) • To ensure cultural perspectives are reflected in all business practices. 	<ul style="list-style-type: none"> • Agreed processes are used to enable a pro-active and positive Council interface with customers. • Availability and readiness to meet and consult with individuals and community groups. • Respond to customers in a timely manner and inform them of progress. No customer complaints received • CRM and TRIM response times are met. • Evidence of cultural perspectives in consultation, with improved relationships and appropriate protocols observed.



8 Corporate/Organisation Contribution

- To utilise, maintain and access council information systems ensuring data is current, accurate and available
 - To maintain the security of the information systems and their content, and to follow policy with regard to the handling of information both electronic and physical.
 - Comply with all Council's policies and rules
 - Work practices to reflect the corporate vision values and expectations
 - Demonstrate a willingness to participate in special projects.
 - Foster co-operation between other teams for the benefit of the organisation
 - Participate in the development, implementation and continual improvement of procedures and standards, to ensure the provision of quality services to both internal and external customers
 - Assist Councils emergency management response in the event of a civil defence declaration.
- That processes associated with information collection, recording, communication and maintenance are followed using the relevant procedures and standards, and following the requirements of the associated policies
 - That there are no unauthorised breaches of the IT and Records Policies
 - Complies with all policies and rules
 - Promote and express pride in your team and the organisation.
 - Participate, express ideas and viewpoints at team group meetings.
 - Contribute to corporate initiatives when required.
 - ISO 9001 quality management systems in PROMAPP and Build Waikato Quality Management System processes are continually improved and maintained and IANZ accreditation requirements are met.
 - Assist in Council's emergency response actions as required.



- Ensure that all Health and Safety requirements as outlined in the Health and Safety policy are complied with.

- Ensure awareness of Health and Safety requirements and procedures.

Note

The above performance standards are provided as a guide only. The precise performance measures for this position will need further discussion between the jobholder and manager as part of the performance management process.



Work complexity

Most challenging duties typically undertaken:

- Dealing with various customers including irate customers
- Interpreting legislation
- Ensuring customers understand what is required and comply with legislation

Key relationship skills

Key internal and/or external contacts	Nature of the contact most typical <i>(e.g. courtesy, giving/receiving information, explaining things, liaising, advising, gaining cooperation, facilitating, influencing and persuading, resolving minor conflicts, mediating, negotiating, formal negotiation, supervising, leading.)</i>	Frequency of interaction D - daily W - weekly M - monthly
Public	Courtesy, giving/receiving information, explaining things to people, clarifying needs, influencing and persuading, resolving minor conflicts	D
Staff	Giving and receiving information, explaining things to people	D
Managers	Liaising, giving receiving information, clarifying needs	W

Examples of the situations which require the use of the highest level of communication or influencing skills:

- Dealing with irate/difficult customers and using communication and influencing skills to get them to understand and comply with legislative requirements



Person specification

This section is designed to capture the expertise required for the role at the 100% fully effective level. (This does not necessarily reflect what the current jobholder has.) This may be a combination of qualifications/experience, knowledge or equivalent level of learning through experience or key skills, attributes or job specific competencies.

Essential	Preferred
<p>Education and qualifications</p> <ul style="list-style-type: none">• Working towards a qualification in accordance with Regulation 18 – i.e. Degree or Diploma in relevant field (i.e. National Diploma in Building Control Surveying, Diploma in Building Surveying, Diploma in Construction Management, Diploma in Construction, Diploma in Quantity Surveying, Diploma in Architectural Drafting)	<ul style="list-style-type: none">• A qualification in accordance with Regulation 18 of the Building Act – i.e. Degree or Diploma in relevant field (i.e. National Diploma in Building Control Surveying, Diploma in Building Surveying, Diploma in Construction Management, Diploma in Construction, Diploma in Quantity Surveying, Diploma in Architectural Drafting)
<p>Knowledge and experience</p> <ul style="list-style-type: none">• At least 3 years practical experience in related field.• Thorough working knowledge of Excel/Word/Powerpoint• Full drivers Licence	<ul style="list-style-type: none">• Prior experience in a similar role• Practical working knowledge of the Resource Management Act and NZ Building Legislation and Code



Skills & Competencies

- Customer Focus - Makes customers & their needs a primary focus of their actions. Develops and sustains productive customer relationships. Understands customer service principles & practices. Presents a professional image, eg.dress code, behaviour, conduct
- Time Management - Demonstrates personal effectiveness by taking responsibility for getting things done in ways that balance competing needs. Meets deadlines.
- Teamwork - Actively participates as a member of a team. Contributes actively and fully to team projects by working with colleagues collaboratively, working towards consensual solutions that enhance the output of the team. Accepts share of workload.
- Communication - Clearly conveys information and ideas through a variety of appropriate media to individuals or groups in a manner that helps them understand and retain the message. Communicates in a compelling and articulate manner that instills commitment
- Interpersonal Relations - Interacts effectively with superiors, peers and subordinates in order to advance the work of the Council. Interactions are based on respect and an appreciation for people with varying backgrounds and viewpoints

Change to job description

From time to time it may be necessary to consider changes in the job description in response to the changing nature of our work environment – including technological requirements or statutory changes. This job description may be reviewed as part of the preparation for performance planning for the annual performance cycle or as required.

Position holder

Date

