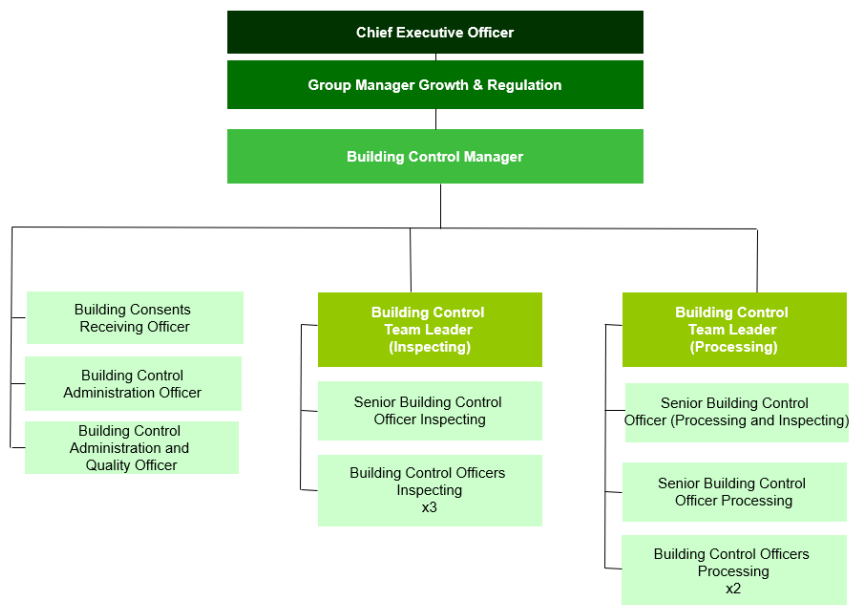




Position Description

Title:	Āpiha Tukatuka Whatamatua Hanganga I Building Control Officer (Processing)
Group:	Kaitiaki, Partnerships and Development
Reports to:	Kaiārahi Tukatuka Whakamatua Hanganga I Building Control Team Leader Processing
Number of staff reporting to this position:	No direct reports
Position purpose:	The Building Control Officer (Processing) is responsible for evaluating and processing building consent applications and responding to customer inquiries in accordance with Council policies and legislative requirements.
Position grade:	14
Date:	July 2026

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 Āpiha Tukatuka Whakamatua Hanganga | Building Control Officer (Processing) encompasses the following functions or Key Accountabilities:

- Building Consent Processing
- Accrediation and Continuous Improvement
- Interdepartmental and Customer Relations
- Cover and Support
- Safety and Wellness
- Customer, Community and Stakeholder Focus
- Organisational Contribution, Risk and Compliance
- Business Resilience / Civil Defence Emergency Management (CDEM)

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

Jobholder is accountable for	Jobholder is successful when
1 Building Consent Processing • Processing Building Consents: Process Building Act applications in accordance with competency and level (including and not limited minor variations and amendments) in accordance with all aspects of the New Zealand Building Code, relevant legislation, and Council's Quality Management System (QMS). • Granting of building consents: Building Consents that have been processed by the processing officer are to be granted in accordance with the Building Consent Authority's QMS.	• Building consents are processed accurately, within legislative and QMS requirements, and within the prescribed timeframes. • Building consents are granted in compliance with the Building Consent Authority's QMS system. • All decisions are thoroughly documented, ensuring transparency and accountability.



• Granting of building consents that have been recommended to be granted by external contractors. • Quality of building consents recommended for granting, including but not limited to Form 5, and building consent documentation, is assessed to ensure that a high level of building consent is maintained. • Compliance and Documentation: Record all reasons for decisions made on Objective Build and process sheets. • Collaborating with Council Teams: Actively seek and incorporate feedback from other Council teams, such as planning and engineering.	• Building consents recommended to be granted by external contractors are granted without delay and within statutory timeframes. • Any quality issues with building consents recommended to be granted by contractors are raised appropriately. • Effective collaboration and communication with other departments are demonstrated, ensuring alignment and mutual support.
2 Accrediation/Competency and Continuous Improvement • Maintaining Individual Competency: Complete and maintain competency as a Building Consent Processor to the required standard. • Assisting with BCA Accreditation: Actively assist and contribute to the Building Team in maintaining and advancing their IANZ accreditation. Participate in accreditation processes, audits, and continuous improvement initiatives. • Team Improvement Participation: Actively participate and contribute to the continuous improvement of the processing team and the Building Team as a whole.	• Competency is achieved and actively maintained without lapses, meeting all required standards and criteria, with the jobholder taking ownership of maintaining their own competency. • Contribute to the Building Team successfully maintaining and advances their IANZ accreditation, meeting all required standards and criteria. • Regular contributions to team improvement initiatives are made, resulting in enhanced processes and team performance.



• Knowledge Sharing: Bring back and share knowledge gained from courses and training with the team.	• Knowledge from courses and training is effectively shared with the team, leading to improved practices and professional development.
3 Interdepartmental and Customer Relations • Technical and Timely Information: Deliver accurate and timely technical information to customers (internal and external) in line with competency. • Collaborating across Council: Work effectively with other Council teams to ensure a unified "One Council" approach. • Duty Building Officer Availability: Be available as the duty building officer to assist with inquiries and provide support. • LIM Report Assistance: Assist with providing comments and technical advice for Land Information Memorandum (LIM) reports.	• Customers (internal and external) receive clear, accurate, and timely technical information, enhancing their experience and satisfaction. • Collaboration with other Council teams is seamless, promoting consistency and a unified approach across departments. • Availability as the duty building officer is maintained, ensuring prompt assistance and support for inquiries. • Comments for LIM reports are provided accurately and within the required timeframes, contributing to comprehensive and reliable reports.
4 Cover and support • Provide proactive cover and support within the Building Team, taking ownership of tasks and projects as directed by the Building Control Team Leader (Processing) and Building Control Manager, ensuring continuity and efficiency of the building function and Council services.	• Cover and support is provided as required, with a flexible and team-focused approach.



5 Safety and Wellness • Taking day-to-day responsibility for working safely and supporting the wellbeing of yourself and others. • Following safe work practices, using required controls (including PPE), and stopping work if it is unsafe. • Identifying hazards/risks, applying controls, and escalating issues you cannot resolve. • Reporting events (including near misses), participating in investigations/learning reviews where required, and contributing to continuous improvement in safety and wellness.	• Work is planned and carried out safely, with hazards/risks identified early and managed appropriately. You participate in safety and wellness training, health monitoring, and return-to-work processes as required for your role. • You consistently follow MPDC safety and wellness requirements, including contractor or volunteer management and procurement processes where applicable. • You speak up, stop unsafe work, and escalate concerns early. • You report safety events promptly and contribute to learning and improvement.
6 Customer, Community and Stakeholder Focus • Providing professional, timely and respectful service to customers and colleagues across all channels (phone, face-to-face, email and written correspondence). • Recording, progressing and following through customer requests in line with agreed processes and service standards. Communicating clearly, using plain language where appropriate, and keeping people informed of progress and outcomes.	• Customers receive timely, accurate and respectful service, with clear information and appropriate follow-up. • Requests and enquiries are recorded correctly, progressed efficiently, and action taken decision communicated within expected timeframes. • Interactions demonstrate cultural awareness and support constructive relationships with colleagues, stakeholders and the community.



• Showing cultural awareness and respect in day-to-day interactions, including understanding the relevance of Te Tiriti o Waitangi to your role and considering Māori and community perspectives where required.	
7 Organisational Contribution, Risk and Compliance • Contributing to the wider organisation's success beyond your immediate tasks by working collaboratively, sharing information early, and supporting a positive team culture. • Using approved systems and processes to keep information accurate, complete and up to date (including records and customer/service information as required). • Complying with Council policies, procedures and legislative requirements relevant to your role, and raising concerns early if you are unsure or see something that may be a breach. • Using Council digital and technology systems responsibly and in accordance with Cybersecurity policies and guidance (including protecting logon credentials, handling information appropriately, and reporting cyber incidents or potential risks). • Following procurement and purchasing requirements when ordering goods/services, including seeking approvals and using delegated authority processes where applicable. • Supporting a risk-aware culture by identifying risks in your work, applying controls, and escalating new or changing risks.	• You work constructively with others across the organisation, contribute to continuous improvement, and build your capability through learning and development. • Work is completed using approved processes and systems, with accurate records and information. This includes payroll processes such as time-sheets and leave applications, and keeping business processes up to date. • Policies are complied with and procedures are followed, and issues or uncertainties are raised early. • Digital tools are used responsibly and securely; potential cyber risks are identified and reported. • Purchasing and procurement activities are completed correctly and on time, and approvals are obtained where required. • Risks are identified, controls are applied and new risks are reported. • L&D processes are followed and development needs are discussed with your manager.



Participating in required learning and development, applying new skills, and sharing knowledge to improve outcomes.	
8 Business Resilience / Civil Defence Emergency Management (CDEM) • Recognising that business continuity, crisis management and CDEM is a shared responsibility across Council. • Completing required CDEM/business continuity training and understanding your role in an emergency. • Considering business continuity and CDEM impacts in day-to-day work, raising risks or improvement opportunities when identified. Participating in readiness activities, exercises, and response or recovery activities when required (including undertaking duties outside normal BAU during events).	• You understand your responsibilities in an emergency and follow instructions during events. • Required training is completed and kept up to date. • Risks and impacts to service delivery are raised early and improvement opportunities are identified. • You participate in readiness, response and recovery activities when required.

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:

- **Processing Building Consents:** Efficiently process building consent applications in accordance with the New Zealand Building Code, relevant legislation, and Council's Quality Management System (QMS).
- **Providing Technical Advice:** Offer clear and accurate technical advice in line with competency to both internal staff and external customers inline with competency. Ensure that all parties are well-informed and supported, fostering a collaborative and knowledgeable environment.
- **Customer Interaction:** Manage interactions with customers, utilizing strong communication skills to relay information and advice in a positive and factual manner. During challenging conversations, employ these skills to achieve desired outcomes while maintaining professionalism and fostering positive relationships.
- **Maintaining Accreditation:** Contribute towards Council continuing to meet its Building Control Accreditation requirements. Take ownership of maintaining personal competency, actively participating in continuous professional development and adhering to required standards.
- **Interdepartmental Collaboration:** Actively collaborate with other Council teams to ensure a unified "One Council" approach. Seek and incorporate feedback from departments such as planning and engineering to ensure building consents meet Council outcomes and policies while maintaining the BCA function.

Key relationship skills

Key internal and/or external contacts	Nature of the contact most typical (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.)	Frequency of interaction D - daily W - weekly M - monthly
Building Control Manager / Team Leader	Courtesy, giving/receiving information, explaining things, liaising, advising	D
Building Team	Courtesy, giving/receiving information, explaining things, liaising, advising	D
Internal Council Teams e.g. Planning, Customer Services	Courtesy, giving/receiving information, explaining things, liaising, advising, gaining cooperation	D
External consultants	Courtesy, giving/receiving information, explaining things, liaising, advising, gaining cooperation,	D
Public	Courtesy, giving/receiving information, explaining things, liaising, advising, gaining cooperation, influencing and persuading	D
IANZ	Courtesy, giving/receiving information, explaining things, liaising, advising	Y

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

- **Resolving Conflicts:** Address conflicts where external parties may have different views on the legislation compared to Council's interpretation. Navigate these differences as effectively as possible while ensuring compliance with legislative requirements, negotiating mutually acceptable outcomes.



- **Explaining Building Controls:** Communicate the necessity of building controls or specific information to customers who may perceive these requirements as bureaucratic. Use strong communication and influencing skills to convey the importance of these controls in a positive and factual manner, helping customers understand their value and necessity.

Examples where the role co-ordinates or provides coaching or monitors the work of other people not reporting directly to the role (e.g. contractors)?

- **Interdepartmental Coordination:** Collaborate with Engineering and Planning staff to ensure building consents are coordinated to include input from the entire Council.

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
Education and qualifications• • A qualification in accordance with Regulation 18 of the Building Act – i.e. Degree or Diploma in relevant field (i.e. Bachelors of Technology – Building; Architecture; Architectural Studies; Building Science; Construction, Engineering or Diplomas of Building Control Surveying) or currently working towards one. • Current NCAS Competency Assessment Residential 1 Knowledge and experience • At least one years experience in a Building Consent Authority • Understanding of the Building Act, Code and associated Regulations • Full drivers Licence	Education and qualifications • Current NCAS Competency Residential 1 or 2 Knowledge and experience • Experience using Objective Build • Experience in the building Industry



Skills & Competencies

- Report Writing - Expressing ideas clearly in reports or other documents that have appropriate organisation and structure, correct grammar, language and terminology, adjusted to the characteristics and needs of the audience.
- Excellent computer skills especially in Word and Excel
- 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
- 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.
- Relationship management – Establishes and maintains business relationships both internal and external.
- 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
- Demonstrates strong ability to plan, prioritise, and manage workload to meet deadlines while maintaining quality and adapting to changing demands.

Change to position description

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

Position holder

Date

