

Building Advisory Officer – Customer & Strategy

UNIT/TEAM	Customer & Strategy Group
REPORTS TO	Consents Manager
ROLE PURPOSE	<p>As a member of the Customer and Strategy team this role is responsible and accountable for the delivery of job specific responsibilities in line with their Business Units program of work, which includes ensuring environmental risks are minimised and infrastructure is run efficiently.</p> <p>The core purpose is to</p>

HOROWHENUA 2040 VISION

Growing neighbourhoods and building stronger communities together.

He rau ringa e pakari ai ngā taura whiri i ō tātou kāinga noho me ō tātou hapori – mai i te pae maunga o Tararua ki te moana - With many hands the threads which weave our neighbourhoods and communities together will be strengthened from the Tararua Ranges to the sea.

COUNCIL'S VISION

Working together to take Horowhenua from good to great.

COUNCIL'S MISSION

In achieving our vision we will ensure that we are working towards:

- Customer Excellence
- Operations Excellence
- Product Excellence
- People Excellence

OUR VALUES

Greatness	We never settle until our good is better and our better is great!
Real unity	We make it happen, together!
Energy	We use our energy to perform and succeed!
Achievement	We deliver exceptional results!
Trust	We create trust by living with integrity!

KEY DELIVERABLES

This role covers all aspects of processing building consents and inspecting consented work. Accordingly, there is a combination of inside and outside work, with normal office hours applying. The successful applicant will be required to make decisions based on their technical expertise and experience. The role will involve periods of increased pressure due to the volume of work, the need to juggle competing priorities and meet strict deadlines.

KEY RESULT AREAS

KEY RESPONSIBILITIES	SUMMARY OF OUTCOMES
<p>Processing and issuing of building consent applications to ensure Council meets its obligations in terms of administering the Building Act, Building regulations, Building Code and other associated legislation.</p>	<p>Proposed building work is assessed against the requirements of the Building Act 2004 and the New Zealand Building Code.</p> <p>Building consent applications are processed accurately and within legislative requirements and standard procedures.</p> <p>Building consent records are documented accurately with all actions taken. Decisions and reasons for decisions are recorded appropriately.</p> <p>BCA processes are adhered to as outlined in the Quality Management System.</p> <p>Enquiries from the public relating to building matters are responded to in an accurate and timely manner and accurate records of communications are maintained in Council's databases.</p>
<p>Inspecting and certifying consented building work in the district to ensure compliance with the Building Act, Building Regulations, Building Code and other associated legislation.</p>	<p>Inspections are completed in a timely manner. And as scheduled.</p> <p>Accurate, detailed, and clear inspection notes are kept and decisions and reasons for decisions are recorded appropriately.</p> <p>BCA processes are adhered to as outlined in the Quality Management System.</p> <p>Decisions are made in relation to Code Compliance Certificates within statutory timeframes and with clear documentation of the decision and reason for decision.</p>
<p>Assist with the provision of the territorial authority functions as required.</p>	<p>Complaints and issues around building compliance and are investigated and the relevant legislation is enforced where appropriate.</p> <p>Complaints are responded to in a timely manner</p>

	<p>and outcomes are recorded in Council databases.</p> <p>Appropriate remedial and enforcement measures are taken for non-complying matters.</p> <p>Certificates of Acceptance, Certificates for Public Use and applications for discretionary exemptions are processed within relevant timeframes and in accordance with TA procedures.</p> <p>Technical advice and assistance is provided to the Territorial Authority as required.</p>
<p>Deliver on overall Council contribution if and when required to ensure Council's overall business goals are achieved as well as developing own professional abilities on a continuous basis</p>	<p>Additional tasks, duties or responsibilities as directed by the manager</p> <p>Assist any other department of Council when required and as agreed</p> <p>Participate in Council's response to emergency events as practicable</p> <p>Extend own professional development</p> <p>Actively participate in and contribute to performance improvement and development</p> <p>Participate and contribute to management support initiatives</p> <p>Process all Council information as per approved electronic records management system and procedures</p>
<p>Customer Focus</p>	<p>Ensure services are delivered in an effective and customer focussed way, and that effective working relationships are maintained with key stakeholders</p>
<p>Organisational Support</p>	<p>Participates in Emergency Management activities.</p> <p>Approved procedures, information systems and policies are documented and complied with.</p> <p>Develop and maintain professional knowledge and contacts.</p> <p>Participates in Council's performance management programme.</p>
<p>Occupational Health and Safety</p> <p>Take all reasonable practicable steps to ensure your own safety, and to ensure that you do not cause harm to any other person by your actions or inaction.</p> <p>Demonstrate a personal commitment to Health and Safety in accordance with HDC's Health and Safety Policy</p>	<p>Hazards are identified and control measures followed.</p> <p>Work-related accidents, incidents and illnesses are reported.</p> <p>Emergency procedures are followed.</p> <p>Actively participates in improvements to, and ongoing management of health and safety in the workplace.</p>

	Personal protective equipment is worn/used correctly, including as required to comply with requirements of contractor controlled worksites. Safe work practices are demonstrated.
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DELEGATIONS

Direct Reports	Nil	
Financial	Statutory delegation would apply as approved from Council from time to time	
Warrants Required:	Warranted as a Building Advisory Officer	
Legislative Function:	Legislation and/or Bylaw	Section and/or Bylaw
	Nil	Nil

COMPETENCIES

A successful Projects Coordinator at HDC will demonstrate the following competencies:

- **Achievement** - Demonstrates a strong focus on high performance standards and personal achievement. Goes above and beyond to exceed expectations.
- **Communication** - Communicate in a clear, confident and articulate manner. Is effective at influencing others.
- **Implementation** - Is reliable, detail-focused and meticulous. Follows through on plans to ensure they are carried out accordingly.
- **Resilience** - Remains calm, composed, and optimistic in stressful or high pressure situations.
- **Self-Insight** - Is aware of own strengths and weaknesses and actively seeks out opportunities for new learning and growth.
- **Strategic Agility** - Takes a big-picture, long-term view when planning and anticipating potential impacts on the business. Weighs up options and implications, identifies strategies and plans, and is comfortable with managed risks.
- **Business Acumen**- Maximise returns in the business is future-orientated and strategic and seeks areas for business improvement.
- **Teamwork** - Supports and collaborates with team members to achieve targets.
- **Mental Power** – Has a desire to learn more and is able to learn new information and skills quickly. Is able to apply learnt information to new problems. Quick to pick up technical concepts.

EXPERIENCE/QUALIFICATIONS

Essential:

- National Diploma in Building Control Surveying (or working towards qualification) or other appropriately recognised Regulation 18 qualification
- Competent to process and certify and/or inspect work relating to building consents to at least Residential 1 level
- Willingness to undergo pre-employment checks and screenings such as psychometric assessments, drug- and alcohol testing, etc.
- A current and valid NZ driver's license.

Job Specific Knowledge and Skills:

- Sound working knowledge of the Building Act, Building Regulations, Building Code and inspection/consent process
- Ability to read and interpret design plans and specifications, including comprehensive knowledge of construction principles and practices
- Building Act 2004
- Local Government Act 2002
- Resource Management Act 1991
- Sound knowledge of local government procedures, protocol and policies
- Ability to analyse and establish new policies and procedures
- Ability to communicate in at least English on an advanced level.
- Should have an advanced knowledge on the principles of customer care and service, including customer needs assessment, meeting quality standards for services and evaluation of customer satisfaction.
- Presentation and communication skills with knowledge of sound ways to inform audiences (individuals or groups) through written, oral and visual media.

KEY RELATIONSHIPS

Internal:

- Chief Executive
- Group Manager Customer and Strategy
- Customer and Strategy Group
- Senior Management Team
- Other Council Managers and staff
- Staff who have roles within critical projects
- Mayor, Councillors and Community Board Members

External:

- Regional Building Cluster members
- Contractors to the Building Consent Authority
- Building and plumbing & drainage tradespeople
- Architects, property developers, engineers and other design professionals
- Other relevant technical professionals
- Consultants, contractors and developers
- Council's contractors and professional service providers
- The Horowhenua Community
- Local Iwi Groups
- Members of the general public

CIVIL DEFENCE DUTIES

All staff of Horowhenua District Council may be required to undertake Civil Defence duties in the event of an emergency, training will be given as appropriate.

The Council likewise recognises the staff member's need to ensure their family's needs are adequately catered for.