

Position Description

POSITION : Regulatory Support - Building

REPORTS TO : Regulatory Support Team Leader

LOCATION : Cromwell

Purpose

To be the first point of contact for the public seeking advice on building related matters, to provide a positive customer service, administrative duties, accurate data entry, assist in fostering team collaboration, and continual improvement and compliance with our Quality Assurance System – Building (QAS-Building).

Our Values

Our values embody the culture of the Central Otago District Council, how we behave and how decisions are made. They are built by staff, for staff, ensuring that all employees are on the same page so we can achieve and deliver our vision.



**Be
Respectful**



**Work
together**



**Be
courageous**



**Me manaaki tētahi ki tētahi, me
pakihiwitahi te tū – kia haere tahi ai tātou**

Respect each other, stand shoulder to shoulder – so that we may travel on this journey together

Principal Duties and Responsibilities
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1. Work closely with the Building Control Officers and wider team regarding the booking of inspections, processing of building consents, providing administrative support, updating records and compiling further information request / information received as applicable.
2. Researching aspects of further information request to identify areas of improvement.
3. Entering Building Consents, Certificates of Acceptance, Certificates of Public Use and Notices to Fix, and any programming any required follow up requirements for the Building Control Officers.
4. Monitoring of building consent processing, information received and required, allocation of consents to BCO's, amendments and identification of hazards.
5. Invoicing of inspections, amendments and additional inspections.
6. Quality Assurance Coordinator work:
 - (a) Assisting in researching, maintaining, continuous improvement and consistent application of the Quality Assurance System – Building (QAS-Building).
 - (b) Assist the Regulatory Services Manager to manage the QAS-Building so that purpose is achieved in a manner that complies with the Building Act, the Building Regulations, the Building Code and all other associated and relevant statutes.
 - (c) Be responsible for the following and applying the guidelines set out in QAS-Building, so that purpose is achieved:
 - (i) Daily monitoring of workload with the Regulatory Services Manager against measures.
 - (ii) Induction and training of new staff in association with the Regulatory Services Manager.
 - (iii) In association with the Regulatory Services Manager, auditing the workflow against measures to ensure QAS-Building is followed.
 - (d) Maintain 'continuous improvement register' and ensure that all changes are documented through the 'process improvement' system and followed up on with form changes / updates to CODC website / affected persons advised / QAS updated etc.
 - (e) Maintain QAS Manual and ensure all changes are approved and documented.
7. Maintain building consent files.
8. The initial registration, invoicing, record keeping and maintenance of the swimming pool register, booking swimming pool inspections and updating records in collaboration with the Building Team.
9. Assist as required, the LIM Officer to process Land Information Memorandums within statutory time frames and maintain and monitor Compliance Schedule register and Building Warrant of Fitness's.
10. Work collaboratively with LIM Officer in carrying out general duties as required.
11. Maintain the Earthquake Prone register and assist the Regulatory Services Manager and Building team in researching, educating and enforcing the Building Act.
12. Process building consents for Category 1 fire appliances (where applicable).

13. Answer enquiries relating to exempt building work, building consent process and regulations as appropriate and general property information.
14. Maintaining the supply of forms, checklists, public information and document creation as required.
15. Provide administrative assistance to other Regulatory administrative functions (e.g. Planning, Alcohol) to assist with high workloads/staff absences
16. Other duties as are required by Regulatory Services Manager.

Key Result Areas

Key results of the position will have been achieved when:

1. Customer satisfaction of Building services improves annually.
2. Learning occurs from analysing key measures, outlined in QAS-Building.
3. Customers increasingly submit complete building consents, reduced request for further information.
4. The swimming pool register, and inspections are current.
5. All compliance schedule records are current and Building Warrants of Fitness up to date.

Delegations

Act consistent with delegations and limits as set out in Council's Media Policy and QAS-Building.

Makes decisions within the authority delegated by the Planning and Regulatory Services Manager, when certain that correct and complete. Otherwise, seek assistance.

Position Requirements

Experience/Knowledge

- Experience with word processing
- Data entry
- Debtors
- Office administrative skills
- Customer Service
- Experience in Local Government building control administration an advantage

Specific Skills

- Collaboration/ Team spirit
- Communication - written and oral
- Ability to deal with "difficult" customers
- Time management

- Investigative
- Attention to detail
- Customer centric
- Drivers licence

Personal Qualities

- Conscientious
- Honesty and integrity
- Sense of humour
- Self motivated
- Friendly and pleasant
- Punctual
- Positive attitude
- Well presented professional image
- Able to work with a minimum of supervision
- Initiative to contribute solutions
- Must be adaptable and able to cope with a variety of situations
- Patient and supportive
- Ability to promote the desired image of the Central Otago District Council through good public relations

Key Relationships

External

Public
Contractors and Buildings
Solicitors
Architects

Internal

Chief Executive Officer
Group Manager – Planning and Infrastructure
Planning and Regulatory Services Manager
Consents Officer – Building
LIM Officer
Customer Services
Infrastructure Department