

CENTRAL OTAGO DISTRICT COUNCIL

JOB DESCRIPTION

POSITION	:	Project Information Memoranda Officer
REPORTS TO	:	Planning and Regulatory Services Manager
LOCATION	:	Alexandra/Cromwell

PRIMARY OBJECTIVE

The primary purpose of this role is undertaking Project Information Memoranda research, investigation and compilation, completed within statutory time frames and processed accurately. It also provides a strong link between the Planning Team and Building Control Team and provides support both teams in relation to Customers Service and communication.

PRINCIPAL DUTIES AND RESPONSIBILITIES

The Role

1. Project Information Memoranda research, investigation and compilation, completed within statutory time frames and processed accurately.
2. Retrieval of appropriate and relevant property information using electronic databases and hard copy resources including CODC operating systems, GIS, District Plan, Hazard Maps, building and subdivision files.
3. Ensure that legislative requirements are complied with.
4. Ensure all information held for a property within Council's "knowledge" is released with the PIM report and the legislative timeframes are met by:
 - Researching property information, databases and files.
 - Liaising with other sections and staff to ensure information supplied is current and accurate.
 - Dealing with external enquiries about PIMs from applicants/agents involved in a timely and professional manner.
 - Identifying issues that may hold liability for Council and react in a manner that will minimise any negative outcomes.
 - Updating Council information.
 - Ensuring applications are processed within statutory timeframes and according to standard operating procedures.
5. Provide assistance and backup to the Planning Team when required, especially in relation to customer enquiries (Duty Planning).
6. Manage filing of papers and correspondence (electronic and paper based).

Customer Service

1. Ensure a consistent customer-centric approach to all operations.

2. Deal with initial customer inquiries by telephone, e-mail or in-person. Direct complex or technical queries to appropriate person in team for resolution.
3. Cultivate a professional and positive image for CODC.

Corporate Responsibilities

1. Build commitment to CODC's vision, values and services.
2. Willingly undertake any duty required within the context of the position.
3. Manage own personal health and safety and takes appropriate action to deal with workplace hazards, accidents and incidents.
4. Comply with all legislative requirements.
5. Adhere to CODC's Code of Conduct.

KEY RESULT AREAS

Key result areas have been identified to assist in formulating performance objectives. The duties of the position are being carried out to a satisfactory standard when:

1. PIM's are issued in accordance with legislative requirements, within internal target timeframes and contain accurate and complete information.
2. Public and internal enquiries are responded to in a timely and professional manner.
3. The Planning Manager is briefed on any major development proposals, or potentially controversial proposals that may arise from time to time.
4. Processes associated with the role are mapped in a manner that can be readily understood and followed by other staff.
5. Any areas for improvement are identified and implemented wherever possible.
6. Records are well maintained in accordance with standard operating procedures and in a timely manner

DELEGATIONS

Make decisions within the authority delegated by the Planning Manager.

KEY RELATIONSHIPS

External

BC & PIM applicants
General public

Internal

Planning Manager
Team Leader Building Support
Planning Team
DC Engineer

PERSONAL QUALITIES AND QUALIFICATIONS

Experience/Knowledge

- A relevant tertiary qualification is desirable
- Prior experience working in a building environment or government administrative role is desirable.

Specific Skills

- The ability to work within a team, with professionals in other disciplines
- The ability to get tasks done without the need for close management
- Customer service and negotiation skills
- Initiative to contribute solutions
- Able to read and interpret the District Plan and the Resource Management Act 1991, Building Act 2004, and other legislation.

Personal Qualities

- Honesty and integrity
- Self-motivated
- Punctual
- Positive attitude
- Able to work with a minimum of supervision
- Initiative to contribute solutions
- Ability to promote the desired image of the Central Otago District Council through good public relations



OUR STAFF VALUES



Be Respectful

- Listen to learn and understand
- Respect our differences
- Act with integrity
- Be patient and kind



Work together

- Collaborate
- Communicate
- Cooperate
- Think across the organisation



Be courageous

- Speak up
- Deliver the best
- Take smart risks
- Be open to change



Me manaaki fētahi ki fētahi, me pakihwitahi te fū – kia haere tahi ai tātou

Respect each other, stand shoulder to shoulder - So that we may travel on this journey together

