



Building Services Team Leader

Part one: Job description

Job title:	Building Services Team Leader	Location:	Carterton
Status:	Permanent	Effective:	September 2021
Team:	Planning and Regulatory		

1. Role of the Planning and Regulatory Team

To carry out the planning, building, and regulatory functions of the Carterton District Council, and to provide strategic and policy advice across all of Council's activities.

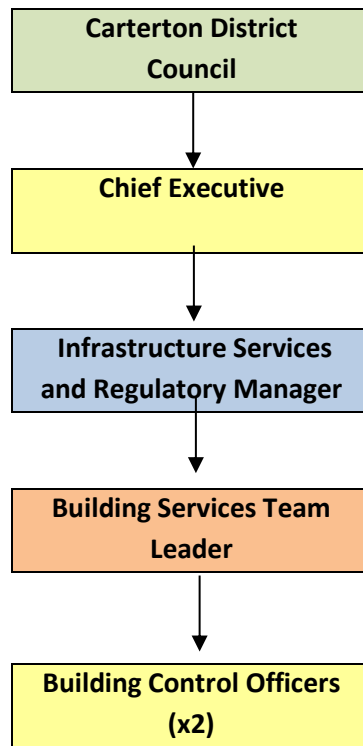
2. Purpose of the Role

To lead the Building Control functions including building inspections and consent processing, to ensure compliance with the building codes and relevant legislation.

3. Responsibilities:

- To lead the operational management of the Building Services Team to provide an efficient, effective service to customers (both external and internal) in order to achieve Council's levels of service, and Building Consent Authority (BCA) requirements in a sustainable manner.
- To ensure building consent processes meet Council's obligations in terms of administering the Building Act, Building regulations, Building Code and other associated statutes.
- Investigate complaints and issues around building compliance and enforce the relevant legislation.

4. Organisation Context:



5. Working relationships/reporting lines

The Building Services Team Leader reports directly to the Infrastructure, Services and Regulatory Manager. The position has two direct reports, Building Control Officers, and two indirect reports, Regulatory Administrators.

In addition, the Building Services Team Leader has regular contact with a number of internal and external stakeholders including, but not limited to:

Internal:	External:
<ul style="list-style-type: none"> • Mayor and councillors • Infrastructure Services and Regulatory Manager • Chief Executive and other senior managers • Members of the Building Team • Regulatory Administrators • Senior Planner • GIS/asset engineer • Administration staff and other departments of Council 	<ul style="list-style-type: none"> • Ratepayers and residents of the Carterton District Council • Members of the building industry • Regional Building Cluster members • Contractors to the Building Consent Authority • Building and plumbing & drainage tradespeople • Architects, engineers and other design professionals • Commercial building owners/occupiers/property developers • Other territorial authorities/ government departments such as FENZ, MBIE, IANZ.

6. Key results and tasks

KEY RESULTS	KEY TASKS
Team leadership	<ul style="list-style-type: none"> • Lead a successful and engaged team based on shared vision, sound decision making, open and honest communication. • Provide effective coaching, guidance and delegation. • Display professional integrity, empower staff and follow a coordinated approach for continual improvement and robust processes. • Conduct regular catch-ups with team members with a focus on what's going well, improvements and their development. • Continually demonstrate enthusiasm for the organisation's purpose that inspires others to achieve goals and lead staff towards high performance. • Proactively maintain and develop business processes. • Prioritise and monitor workloads and projects. • Provide policy and performance advice when required. • Lead IANZ audit preparation and responses.
Inspections and Consents	<ul style="list-style-type: none"> • Ensure that Council meets its obligations in terms of administering the Building Act, Building Regulations, Building Code and other associated legislative instruments. • Ensure that building consents approved by Council are to a standard which ensures the building is safe, sanitary and fit for purpose. • Undertake inspection duties of consented work. • Contribute to the Council's accreditation and operation as a building consent authority. • Maintain daily logs and supplement inspection records with photographs. • Investigate and report issues relating to non-compliant building work, and dangerous or unsanitary buildings. • Assist with the provision of the Territorial Authority functions as required.
Complaints and Investigations	<ul style="list-style-type: none"> • Monitor building safety and compliance within the District and investigating compliance issues and take appropriate actions in accordance with Council's Compliance, Enforcement and Prosecutions Policy. • Issue infringement notices as required. • Compile high quality investigation documentation. • Provide responses to customer complaints to support organisational and legislative requirements. • Ensure complaint information and outcomes are recorded appropriately.

Customer Service	<ul style="list-style-type: none"> • Apply a professional, customer-centric approach to support the public and local community in their compliance with legislation and Council bylaws. • Provide internal and external customers with timely, accurate, and consistent professional guidance and advice on matters relating to the Building Act 2004. • Escalate controversial issues when appropriate, and particularly where there may be public interest or reputational risk.
Administration	<ul style="list-style-type: none"> • Adhere to all Building Control administration functions and requirements as required. • Prepare timely and comprehensive reports as appropriate pertaining to assessment/investigation, monitoring, enforcement action, including requested statistical activity/performance information. • Conduct duties in accordance with approved delegations. • Ensure that information is added to relevant Council databases in a timely and factual manner, particularly when legislatively required to do so. • Contribute to the development of compliance/enforcement policy based on trends observed. • Provide appropriate information in accordance with the Privacy Act, other relevant legislation and Carterton District Council policy.
Health, Safety, and Wellbeing	<ul style="list-style-type: none"> • Actively participate in Health Safety and Wellbeing (HS&W) activities at CDC. • Demonstrate an understanding of HS&W related policies and procedures. • Be accountable for own actions at all times while adhering to the Health and Safety at Work Act (2015) • Actively raise awareness to others about HS&W in the workplace. • Actively participate in safety reporting and hazard management. • Demonstrate HS&W practices to colleagues.
Council Contribution	<ul style="list-style-type: none"> • 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. • Demonstrate a collaborative working style and participate as a member of the team undertaking all tasks maintaining positive working relationships with staff, and internal and external stakeholders. • Contribute to the promotion of the principles of Te Tiriti o Waitangi and work in partnership with Māori. • Act as an ambassador for Council and its services. • Act within professional guidelines at all times.

	<ul style="list-style-type: none"> • Participate in Council's response to emergency events as practicable. • Actively participate in and contribute to performance improvement and development. • Participate and contribute to management support initiatives. • Additional tasks, duties or responsibilities as directed by the Infrastructure, Services, and Regulatory Manager.
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Part two: Knowledge and skill requirements

- Proven experience in the building or design or a related industry with a relevant Reg 18 qualification (or equivalent) from the Building (Accreditation of Building Consent Authorities) Regulations 2006;
- Excellent communication and interpersonal skills with a commitment to customer service
- Ability to lead, develop, and manage an operational team of professionals
- Strong organisational, administrative, and time management skills
- Be solution focussed
- An ability to work under pressure
- Competent level of computer literacy
- A valid and appropriate NZ Drivers Licence
- Ability to carry out the physical requirements of the role

Part Three: Personal attributes and behavioural competencies

WORKING CO-OPERATIVELY

Working effectively with others inside and outside the organisation; taking actions that demonstrate consideration for the feelings and needs of others and awareness of the impact of ones behaviour on others.

ANALYSIS (PROBLEM IDENTIFICATION)

Securing relevant information and identifying key issues and relationships from a base of information; relating and comparing data form different sources; identifying relationships.

JUDGEMENT (PROBLEM SOLUTION)

Committing to an action after developing alternative courses of action that are based on logical assumptions and factual information and that take into account resources, constraints and organisational values.

ORGANISATIONAL AWARENESS

Having and using knowledge of systems, situations, pressures and culture inside the organisation to identify potential organisational problems and opportunities; perceiving the impact and implications of decisions on other components of the organisation.

CLIENT SERVICE ORIENTATION

Making efforts to listen to and understand clients (both internal and external); anticipating client needs; giving high priority to client satisfaction.

EXTRA-ORGANISATIONAL AWARENESS

Having and using knowledge of societal, technical, political and governmental issues outside the organisation to identify potential problems and opportunities; perceiving the organisational impact and implications of decisions relative to these factors

WORK STANDARDS

Setting high goals or standards of performance for self, staff, and the organisation; being dissatisfied with average performance; self-imposing standards of excellence rather than having standards imposed by others.

PLANNING AND ORGANISING

Establishing a course of action for self and others to accomplish a specific goal; planning proper assignment of personnel and resources.

PROJECT PLANNING

Establishing a course of action to accomplish a specific project or goal; planning proper personnel assignments and appropriate allocation of resources; developing contingency plans.

INTEGRITY

Maintaining and promoting social, ethical, and organisational norms in conducting internal and external business activities.

COMMUNICATION

Expressing ideas effectively in individual and group situations (including non-verbal communication); adjusting language structure or terminology both orally and in memoranda, letters and reports to the characteristics and needs of the audience.

Signed

Infrastructure Services and Regulatory
Manager

Date

Job Holder

Date