

Department	Consents & Compliance
Location	Seymour Street, Blenheim
Direct reports	Nil
Reporting to	Building Control Group Manager
Grade	16
Financial delegation	No budget responsibility

Department Overview

This position is within the Consents & Compliance Department. The Consents & Compliance Department is responsible for Council's Regulatory Functions at a Regional and District level. This includes Regulatory Support; Resource Consents; Building Control; Consents & Compliance: Monitoring and RMA Enforcement and Investigation; and Environmental Health.

Purpose of the Role

The purpose of the role is to satisfy Council's statutory obligations and policies in matters relating to the Building Act, Building Regulations, Building Consent Authority Accreditation Regulations, Dam Safety Regulations, Resource Management Act, Local Government Act, and Amusement Device Regulations. Building Control Officers perform a range of building-related tasks for the Building Consent Authority (BCA) and Territorial Authority (TA) functions, primarily processing building consent applications, performing inspections, and issuing code compliance certificates while providing exceptional customer service.

This position involves a rotational roster system between the office environment and the fieldwork.

Key Responsibilities

Process consent applications	<p>Process applications for Building Consents, Minor Variations to Building Consents, Code Compliance Certificate, Certificate of Public Use, and Certificate of Acceptance as directed by Senior Building Control Officer or Group Manager.</p> <p>Ensure all applications comply with the Building Act, NZ Building Code, and other legislative requirements, and ensure that utility network connections meet Council requirements.</p> <p>Process all applications within statutory time frames, emphasising compliance.</p>
Buildings inspections	<p>Effective use of on-site and remote/virtual inspection systems to inspect buildings and building work for compliance with the NZ Building Code and Building Act.</p> <p>Timely and accurately complete all records of the inspections undertaken.</p> <p>Maintain technical knowledge and familiarity with all building matters and products.</p>

	<p>Carry out inspections of building-related complaints to ensure compliance with the Building Act.</p> <p>Issue Notices to Fix for building work which does not comply with regulations, ensuring non-complying work is rectified where necessary.</p> <p>Inspect items associated with the Local Government Act, Amusement Device Regulations and other legislations upon request.</p> <p>Be available to work during weekends to undertake these inspections if requested (for Amusement Devices).</p>
Legislative and operational knowledge	<p>Maintain knowledge of the Building Act, NZ Building Code and associated legislative matters.</p> <p>Maintain full knowledge of Council and BCA policies, quality procedures and ISO manuals.</p> <p>Continually enhance ability to undertake all the Building Control group functions.</p> <p>Stay updated with all relevant legislative and operational documentation and any changes to building regulations or legislation.</p> <p>Attend technical and trade seminars as required, encouraging continuous learning and staying updated with industry best practices.</p> <p>Collaborate with and build effective industry networks, liaising with relevant industry groups and other councils, and share that knowledge with the team.</p>
Customer service	<p>Maintain a customer-centric focus, ensuring services are delivered effectively and customer-focused, and that effective working relationships are maintained with key stakeholders.</p> <p>Provide prompt, consistent and accurate response to customer inquiries.</p> <p>Provide information when appropriate, but not advice.</p> <p>Accept ownership of inquiries with detailed records maintained in Council databases to ensure transparency and accountability.</p>
Duty role	<p>Manage and respond to customer inquiries via the Duty Building Officers Online module in a timely manner when rostered to the Duty role.</p> <p>Provide support to other positions within the organisation that are involved in customer service response, eg, Duty planner or Customer Services Officer.</p>
Leadership	<p>Be part of a successful team by maintaining a shared vision, sound decision-making, open and honest communication, professional integrity, personal responsibility, and a coordinated approach.</p> <p>Take a leadership role for various segments of Building Code when delegated and ensure that full knowledge of the delegated segment is maintained.</p> <p>Be an active team member, sharing information and knowledge, and assist with the professional development of colleagues when required.</p> <p>Continually review processes and systems for improvement and efficiency, encouraging a proactive approach to process and systems improvement.</p> <p>Contribute to the development of business cases that support effective decision-making.</p> <p>Providing feedback and advice to management on Ministry's policy proposals where requested, based on experience and knowledge of industry trends.</p>

RC's, LIMs & PIMs	<p>Provide situation-specific advice in relation to Building Consents, Resource Consents, Land Information Memorandum, and Project Information Memorandum applications when rostered to the role.</p> <p>Correctly identify non-complying items or matters affecting these applications.</p>
Auditing	<p>Participate in or undertake audit procedures when requested by identifying issues surrounding interpretation, inconsistency, and administration of Building Consent decisions from the team.</p> <p>Appropriately raise any issues through the formal audit and monitoring procedures, completing accurate audits and relevant written records.</p>
ISO quality compliance	<p>Follow the ISO quality procedures adopted by the Council.</p> <p>Show compliance with all processes and complete records as set out in the Building Consent Authority quality manual and ISO quality manual.</p>

Organisational Responsibilities

Continuous improvement

Challenge the status quo and continuously seek opportunities to improve services and processes.

Customer service

Relate with the public in a courteous and positive manner. Actively listen to understand and meet customer's needs.

Digital mindset

Have a "digital mindset" which allows you to approach situations with a digital focus, taking full advantage of the technology, information, and data available to us whilst ensuring operational outcomes, efficiency, and security aren't compromised.

Be aware that transformation comes not from a change of system or infrastructure but a change in mindset. Opening your mind to the idea of doing things differently can unlock the true range of possibilities.

Health, safety and wellbeing

Take ownership and responsibility for your own decisions and actions by proactively engaging in safe work practices that prevent injury; and look out for your colleagues, contractors, customers, and visitors.

Report hazards, injuries, illnesses, near-misses, unsafe practices, rules that don't work and other opportunities for improvement without fear or delay, so that we can all learn and share in the learning.

Co-operate with reasonable instructions and procedures.

Contribute to Council's ongoing safety improvement journey.

Make safety a priority and help lead the way!

Inclusion and diversity

Support an inclusive workplace - an environment where our employees feel safe, valued and respected; and have opportunities to contribute their perspectives, experience and talents to our organisation.

Support a diverse workforce (the visible and invisible factors that define us as individuals) by displaying an open-minded, non-judgmental attitude towards others.

Record management

Create and maintain all records of Council business (regardless of format) in approved corporate information systems, as per Council's information and data management policies and procedures.

Response in emergencies

Be available to assist during emergencies as and when they occur, working within your level of competence and training.

Risk management

Understand, report and manage operational and compliance risk. Familiarise yourself, comply with and give advice in accordance with Council's risk management policies and procedures.

Te ao Māori

Willingness to develop cultural competency; for example by developing an understanding of te reo Māori, tikanga Māori (Māori customs and practices), mātauranga Māori (Māori wisdom, knowledge and understanding) and Te Tiriti of Waitangi; and by engaging with Māori communities as required within your role.

Other duties

Take on any additional duties or special projects that may be assigned from time to time and ensure that these are performed effectively and efficiently.

Person Specification

Qualifications	<p>A professional qualification in the building industry that is recognised by Regulation 18 of the Building (Accreditation of Building Consent Authority) Regulations 2006.</p> <p>Where the applicant does not hold any the required qualifications, they must be prepared to undertake the necessary training to achieve the required qualifications (a minimum of Level 6 - NZ Diploma in Building Surveying).</p>
Experience and knowledge	<p>A minimum of two years' experience in a building consent authority setting or territorial authority is preferred.</p> <p>Strong working knowledge and understanding of the Building Act 2004, Building Regulations, NZ Building Codes and other relevant legislations.</p> <p>Comprehensive understanding of technical aspects of building construction.</p> <p>Ability to make appropriate decisions with regard to the building code performance clauses, using sound judgement, comprehensive research and clear reporting techniques.</p> <p>Proven ability to work and communicate with high emotional intelligence and be empathic to other viewpoints.</p> <p>Excellent ability to share relevant technical/legislative information in layman's terms and an ability to clarify with questioning skills.</p> <p>Resilient and able to think through and cope with change, setbacks, and difficult situations.</p> <p>Ability to work well with other team members, be flexible and willing to go the extra distance to help others.</p>

Core Competencies

Adaptability	<p>Ability to maintain a calm, professional manner in challenging situations.</p> <p>Ability to operate effectively in a complex and changing environment.</p>
Commitment To Improvement	<p>Enthusiasm for continually increasing knowledge and technical abilities.</p> <p>Enthusiasm for continuous improvement and efficiency in processes.</p>
Communication	<p>Excellent oral and written communication skills which are appropriate and relevant to the audience.</p>
Customer Focus	<p>Excellent customer services skills.</p> <p>Ability to understand customers' needs via active listening.</p>
Digital Literacy	<p>Ability to learn new technological skills essential for digital transformation and to think innovatively and embrace a perpetual learning culture.</p> <p>Motivation to use digital skills to create new opportunities.</p>
Integrity	<p>Ability to handle confidential or controversial information with discretion and professionalism.</p> <p>Takes accountability for own actions.</p>

Interpersonal Skills	<p>Proven ability to work effectively in a team environment.</p> <p>Proven ability to develop relationships and work collaboratively with others.</p>
Organisational Skills	<p>Strong personal prioritisation and time management skills.</p> <p>Ability to multi-task, prioritise, pay attention to detail and use initiative.</p>
Problem Solving & Decision Making	<p>Considers risk factors in decision-making.</p> <p>Uses own judgement and experience to solve problems.</p>

Strategic Framework

Vision	<p>Marlborough is a globally-connected district of smart, progressive, high-value enterprises, known for our economic efficiency, quality lifestyle and wellbeing, caring community, desirable location and healthy natural environment.</p>
Mission	<p>We invest in Marlborough's future, our people, quality lifestyle and outstanding natural environment.</p>
Values	<p>Council's values and behaviours are based on Respect, Professionalism and Integrity. Council is committed to an environment that supports professional development, an equal opportunities workplace and a positive culture.</p> <p>All staff are expected to endorse and support Council's Vision and Values and actively work to achieve them, behaving with the highest level of professionalism and integrity and exhibiting courtesy and impartiality towards colleagues and the community.</p> <p>Our values are:</p> <ul style="list-style-type: none"> • We are open, transparent and collaborative. • We partner with tangata whenua iwi. • We involve and respect our many cultures. • We are innovative and strive for excellence. • We are adaptive and responsive to community needs. • We work in an environmentally sustainable manner.