



SOUTHLAND
DISTRICT COUNCIL

POSITION DESCRIPTION

Building Solutions Duty Officer

Building Solutions Duty Officer

Manager

- Building co-ordinator team leader

Responsible for

- no direct reports

Purpose of the role

To provide additional technical support to the building control team, by utilising expert skills, experience and knowledge of the Building Act 2004, enhancing the credibility of the Southland District Council and adding value to our communities



OUR VALUES

CREATING OPPORTUNITIES

Strive for continuous improvement

Embrace change, see it as an opportunity

Seek to learn

Question the status quo

WORKING TOGETHER

Demonstrate honest, open and appropriate communication

Open to feedback

Actively listening

Courageous conversations

Respecting each other

Supporting

Treating fairly

Recognising needs

Building and maintaining relationships

Sharing knowledge and expertise

TAKING OWNERSHIP

Deliver on promises

Do what you say

Walk the talk

Own mistakes and learn from them

Be up front

Do the right thing at the right time

Be solution focused

BEING PROUD TO BELONG

Have a sense of belonging to SDC and the community

Have enthusiasm for Southland

Wanting the best for Southland

Be proud of what you do and how you do it

OUR VISION & MISSION

One community offering endless opportunities.

Working together for a better Southland.



KEY RELATIONSHIPS

Who does the job holder work for or interact with?

Internal Relationships

- quality assurance lead
- building solutions team members
- environmental services group
- customer support partners
- all other staff as required

External Relationships

- customers
- ratepayers
- Stantec
- Solutions Team Ltd
- other industry partners

KEY ACCOUNTABILITIES

The key responsibilities are provided as a guide only.

Performance measures for this job will need further discussion between the job holder and manager as part of the performance development process.

- provide a secondary level of technical support to building control officers for customers requests that are challenging or unique
- proactively engage with customers to provide timely advice and outside the box solutions to their enquiries
- respond to customer enquiries received via phone, email or 'request for service' in a timely manner (no less than 48 hours) and work with each customer until a resolution is achieved
- file all communication to/from customers in the Council document management system, ensuring a complete and correct record of all customer interaction is available
- vet building consent and code compliance certificate applications, ensuring that only applications with complete information are accepted for processing
- lodge applications after they have been vetted, ensuring all system information is correct and workloads are visible on relevant dashboards
- research historical consent files and collate all relevant information, handing the file over in a single, chronological order to a technical BCO to make a code compliance certificate decision
- ensure compliance with the procedure-process manual in line with best practice and quality assurance principles
- utilise technology to best advantage to maximise workflows and resources
- seek opportunities for delivering business and system improvement initiatives for the team
- actively promote building services and be part of ensuring the building team are key business partner in all aspects of Council by maintaining a current understanding of Council's business
- proactively contribute ideas and demonstrate a positive attitude that enhances the team and organisational culture



A bumblebee is shown on a yellow flower, with a large orange graphic element (a thick line forming a partial circle) overlaid on the right side of the image. The background is a soft-focus yellow and green.

ACCOUNTABILITIES **CONTINUED**

- foster and develop a positive collaborative working relationship with team members to help contribute to the achievement of group/organisational objectives
- assist with key building team projects, ensuring awareness and understanding of strategic projects and issues
- process COA applications and submit to BCO for decision
- make 24 Month decisions on CCC where no application has been received



ORGANISATIONAL ACCOUNTABILITIES

undertake other activities, duties or projects (including “internal projects”) as directed by your Manager/Group Manager in an efficient and effective manner

attend and participate in Emergency Operations training (CIMS) and contingency planning to prepare for an emergency management event and actively participating in training exercises

assist Council, as required, in managing a civil defence event, having due regard to the safety of your family

responsible for the safe management of Group activities and to support and enable the CEO and the Council as a PCBU to fulfil their duties under the law

champion, comply and promote the Council’s health and safety systems, policies and procedures, current legislation, regulations and good practice ensuring you keep yourself, our Council and others safe

EDUCATION & QUALIFICATION

- current or expired competency assessment in processing / inspecting
- reg 18 compliant technical qualification would be an advantage
- maintains an annual training plan to ensure current knowledge on BCA policy and building code / act / regulation

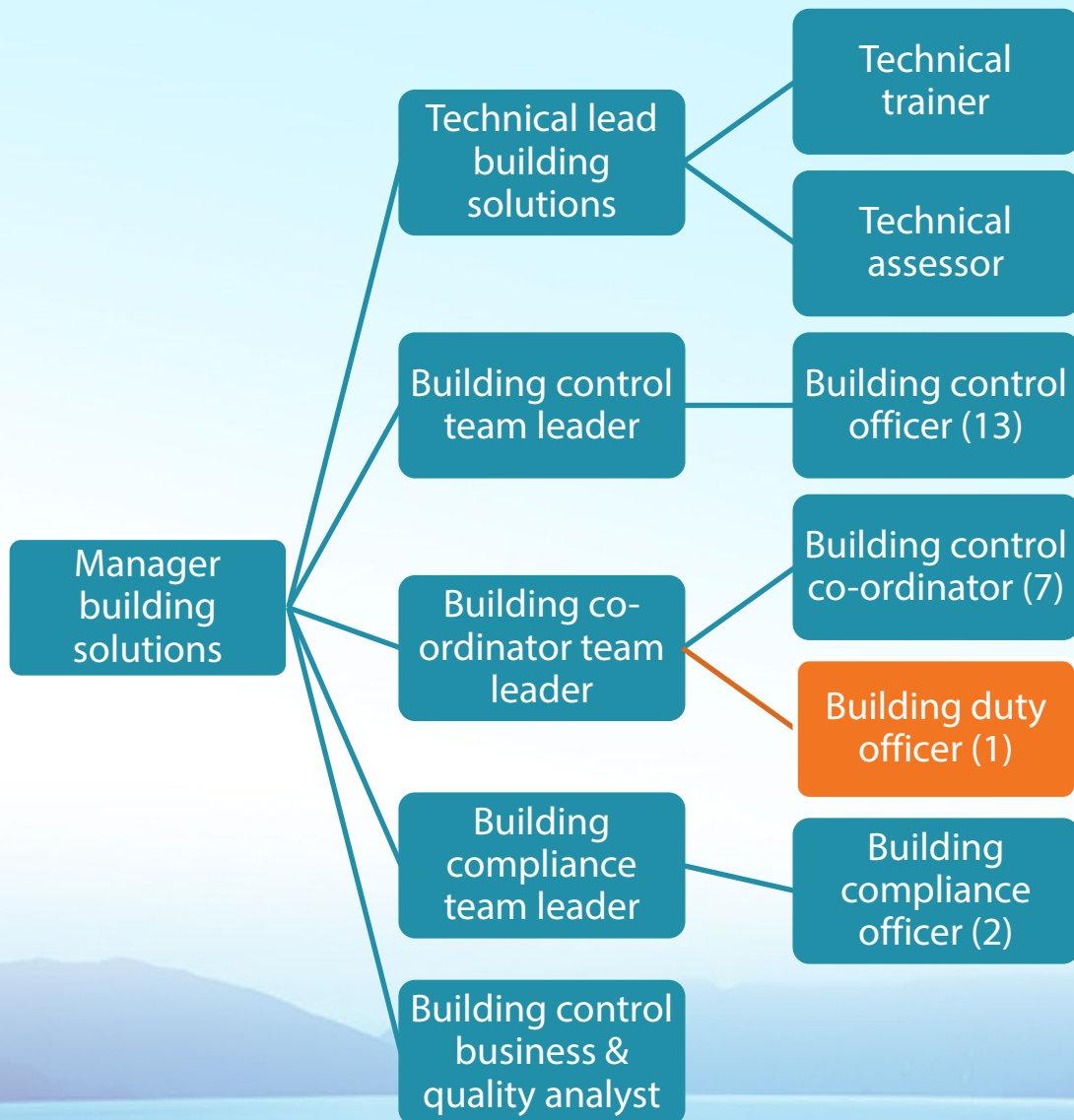
KNOWLEDGE EXPERIENCE & SKILLS

- ability to understand technical information quickly and repackage it into customer friendly language
- a good understanding of the NZ Building Act/Building Code
- a strong ability to learn new information and demonstrate application of that knowledge
- able to develop informed sound decisions
- a self-motivated, goal orientated person with a customer centric attitude
- a good communicator, able to demonstrate good oral, written and listening skills and defuse conflict to ensure a "win win" solution
- demonstrated experience in working within a Microsoft Office environment, a high degree of computer literacy and advanced keyboard skills. Experience in using an electronic records management system would be advantageous
- strives for continuous improvement, sharing ideas for innovative solutions with your manager
- ability to prioritise tasks and manage timeframes
- produce high quality, creative, and professional work
- good problem-solving skills
- ability to deal with difficult customers



STRUCTURE

Where does my role fit?



AGREED BY

JOB HOLDER: _____

CHIEF EXECUTIVE: _____

DATE: _____



LEADING THE WAY

