

## POSITION DESCRIPTION

<b>TITLE:</b> BUILDING CONSENTS TEAM LEADER	<b>VACANCY NO:</b> 5701
<b>UNIT:</b> ENVIRONMENTAL POLICY & APPROVALS UNIT	<b>GROUP:</b> REGULATION & DEMOCRACY SERVICES
<b>REPORTS TO:</b> BUILDING POLICY & CONSENTS MANAGER	<b>DIRECT REPORTS:</b> 2 SENIOR BUILDING CONSENT OFFICERS AND 13 BUILDING CONSENT OFFICERS
<b>LOCATION:</b> CIVIC OFFICES	<b>DATE:</b> JANUARY 2012

### PURPOSE OF THE POSITION:

To provide a focus on our customers and effective management of building development applications through effective leadership and operational management of a Building Development Team. To ensure the delivery of statutory requirements related to building consents and building control including the Building Act 2004 and associated regulations, and the Local Government Act 2002. This is to provide high-quality outcomes for the wider Christchurch community. To contribute to the overall direction and function of the Environmental Policy and Approvals Unit.

### GENERAL:

- Respond to the changing needs of the Council, performing other tasks as reasonably required.
- Maintain strict sense of professional ethics, maintaining confidentiality and privacy and abiding by Council Policy.
- As an employee of the Council you are required to be associated, as required, with **CIVIL DEFENCE** or any exercise that might be organised in relation to this council function

### KEY AREAS OF ACCOUNTABILITY

<b>Team Leadership</b>	<ul style="list-style-type: none"> <li>• Work with senior BCO's in recruiting, inducting and ensuring training of new team members as required.</li> <li>• Developing and maintaining a clear purpose for the team and clearly communicating team member roles to achieve outcomes.</li> <li>• Coaching and performance management of team members to achieve individual, team and unit targets through setting clear targets and standards, through the provision of training, and through feedback mechanisms.</li> <li>• Work with senior BCO's to facilitate performance review and development discussions with team members and ensuring issues discussed are resolved.</li> <li>• Delegating responsibility to senior BCO's and team members in a consultative manner with clearly defined expectations.</li> <li>• Modelling and fostering Corporate values in team action and interaction</li> <li>• Communicating clearly and regularly to all team members on issues of relevance to the team and the unit.</li> <li>• Encouraging/coaching staff to strive for personal excellence in their work and to engender a willingness to accept greater individual responsibility.</li> <li>• Ensuring staff and other resources are at adequate levels</li> <li>• Work with senior BCO's in managing the day to day administration of the team including approving leave, verifying CATS, work scheduling.</li> <li>• Lead the team with purpose and empathy based on trust.</li> <li>• Building a team environment which allows innovation, quality participation, and risk taking.</li> <li>• Management of inter team relationships particularly other Development Teams.</li> </ul>
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	<ul style="list-style-type: none"> <li>• Management and development of external customer relationships focussing on continued service improvements.</li> <li>• Providing professional advice and technical support to team members.</li> <li>• Promotion of customer service excellence amongst team members.</li> </ul>
<p><b>Expert advice/advocacy</b></p>	<ul style="list-style-type: none"> <li>• To assist in the maintenance of accreditation as a building consent authority under the Building Act 2004, and the subsequent maintenance of quality assurance systems set up to obtain that accreditation.</li> <li>• Assist in the development of strategic imperatives, policy and guidance materials in the building approvals area.</li> <li>• To exercise Building Act delegations made by the Council or Unit manager, to the position.</li> <li>• To ensure a system is in place to meet statutory timeframes and KPI's in the Building Development Teams</li> <li>• Providing expert building advice, support and coaching to the BCO's, Department Manager, Unit Manager, and other Council units.</li> <li>• Promotion of consistency in advice and interpretation of building documents.</li> <li>• Responding to and resolving disputes brought by customers about the building process and assisting customers in presenting their development applications.</li> <li>• Preparation of information to assist public understanding and involvement in Building Act processes including information packs, pamphlets and guidelines.</li> <li>• Identification of training needs, preparation &amp; presentation at seminars to officers, elected members and outside organisations to ensure appropriate knowledge and understanding of issues and resulting improved service to customers.</li> <li>• Acts as a senior building professional across the development teams, proactively promoting best practice and looking for innovative ways to improve the building consent process and development project services.</li> </ul>
<p><b>Contribution to Unit Management</b></p>	<ul style="list-style-type: none"> <li>• Work to help maintain BCA (Building Consent Authority) accreditation status and the management and maintenance of the BCA quality management system.</li> <li>• Assisting with setting targets and performance measures for assigned outputs within the Unit budget, managing and monitoring progress on these.</li> <li>• Assisting with providing financial information for the annual budget process on allocated outputs and monitoring performance, resolving discrepancies and initiating action to keep on target throughout the year.</li> <li>• Providing quarterly reports of output achievements measured against corporate and annual plan indicators.</li> <li>• Planning, developing, and implementing new or improved customer services and resources within the building development team.</li> <li>• Leading Unit initiatives in area of expertise, and participating in other initiatives as required, including representing the Unit at corporate level.</li> <li>• Participating in performance development discussions.</li> <li>• Contributing to Unit direction and planning through active participation in team leader meetings and Unit "seminars".</li> <li>• Actively challenging and pushing own and colleagues' boundaries to improve management performance in the Unit.</li> </ul>

<b>Interaction with Customers</b>	<ul style="list-style-type: none"> <li>• Ensuring processes and systems are in place to meet and identify customer needs including adequate resourcing, and the processing of applications effectively and efficiently.</li> <li>• Resolving where possible contentious, sensitive or complex concerns of customers.</li> <li>• Initiate and/or be involved in project teams dedicated to process improvement or enhance customer service delivery.</li> <li>• Ensure monitoring systems are in place, to provide accurate and reliable information to customers and enhance customer service delivery.</li> <li>• Maintain and monitor a quality custom interface for public advice.</li> <li>• Actively promote the Units services.</li> <li>• Identifying key customers and work with them to establish agreed performance outcomes.</li> <li>• Making decisions on behalf of Council in accordance with the appropriate legislative requirements and Council delegations</li> <li>• Seeking to achieve consistency and fairness in decision making.</li> <li>• Being accountable for individual Team member and Team outputs to achieve customer expectations and statutory time frames.</li> </ul>
<b>Ensuring that statutory processes operate in a timely and efficient manner and to appropriate standards.</b>	<ul style="list-style-type: none"> <li>• Promote best practice and a professional approach to the achievement of outputs for the benefit of customers.</li> <li>• Monitor best practice through a robust quality assurance programs</li> <li>• Provision of guidance and direction to team members and other specialists involved in aspects of the assessment of applications for building consents.</li> <li>• Review, give advice and other feedback relating to assessments and reports by planning staff on notified applications.</li> <li>• Promotion of adherence to statutory requirements and to principles of natural justice.</li> <li>• Promotion of the concepts of objectivity and independence in terms of assessments of applications.</li> <li>• Consultation with parties to an application and their advisers including pre-application meetings.</li> </ul>
<b>Quality Decision Making</b>	<ul style="list-style-type: none"> <li>• Making quality decisions on behalf of Council in accordance with the appropriate legislative requirements and Council delegations as a senior member of the Building Consent Department.</li> <li>• Providing professional building expertise where necessary into decision making processes.</li> </ul>
<b>Health &amp; Safety</b>	<ul style="list-style-type: none"> <li>• Responsible for providing a safe work environment, implementing CCC health and safety systems, encouraging employee participation and striving for continuous improvement in health and safety.</li> <li>• Responsible for keeping yourself and others safe while at work, complying with CCC health and safety systems and wearing protective clothing and using equipment provided.</li> </ul>
<b>Budget</b>	<ul style="list-style-type: none"> <li>• Responsible for managing revenues of up to \$2,000,000.</li> </ul>
<b>Financial Delegation</b>	<ul style="list-style-type: none"> <li>• There is no delegated authority for Capital Expenditure.</li> <li>• Delegated financial authority for Operational Expenditure of \$10,000.</li> </ul>

**KEY RELATIONSHIPS/CUSTOMERS:**

<b>Internal</b>	<b>Nature of Relationship</b>
Building Policy & Consents Manager	Reporting to

Unit Management Team	Member of
Internal Council Units	Working with
Elected members – Mayor, Councillors & Community Boards	Advising
<b>External</b>	<b>Nature of Relationship</b>
Customers	Providing services to
Specialist contractors and specialists	Providing advice to
Department Building and Housing	Collaborating with and representing Christchurch City Council to
Government Agencies, e.g. Ministry for the Environment	Promoting the interests of Christchurch City Council to
Other territorial authorities	Collaborating with and representing Christchurch City Council to

<b>FORMAL QUALIFICATIONS AND TRAINING</b>	<b>Required</b>	<b>Desirable</b>
A tertiary (NZQA level 5) qualification in building science or building industry related field.	✓	
Tertiary Qualification in business administration or related discipline		✓

<b>KEY COMPETENCIES/KNOWLEDGE/SKILLS/EXPERIENCE</b>	<b>Required</b>	<b>Desirable</b>
• Has developed a detailed working knowledge and experience of the Building Act and related legislation over a period of at least 8 years, with at least 3 years of that in a senior level role.	✓	
Demonstrated skills, ability and commitment to coach and lead a team	✓	
• A commitment to involvement in current issues impacting on the planning profession	✓	
• Creative thinking to anticipate customer needs to enable proactive initiatives in response to projected market trends.	✓	
• A detailed working knowledge of the Building Act, the building consent process and the wider building industry framework, the Local Government Act and other legislation and processes related to that legislation.	✓	
• Skilled in the interpretation of development and building plans, and able to apply relevant legislation and building controls.	✓	
• Commitment to and enthusiasm for ongoing improvement in customer service and work quality.	✓	
• Ability to identify and define issues and draw conclusions as a result of research, investigation and analysis, and act or recommend as appropriate	✓	
• Experience with and an understanding of the political interface.		✓
• Experience in alternative dispute resolution techniques.	✓	
• Excellent communication skills	✓	
• Able to effectively lead and coach staff to enable, encourage, motivate and guide others to continually improve their own knowledge and skill	✓	

**Unit Manager.  
Environmental Policy  
& Approvals**

**Dept Manager  
Building Policy &  
Consents**

**Systems team**

**Manager  
Building Quality  
& Support**  
(Building Act wide)  
& BCA

**Auditor & training  
officer  
(Consents)**

**Auditor &  
training officer  
(Inspections)**

**Weathertightness  
Officer**

These auditors can do  
all the BCA & Building Act  
training to all Group staff.  
& to other BCAs  
in South Island.

- Quality Assurance
- BCA Manual
- Quality Audits
- Technical Audits
  - Processing
  - Inspections
- Code Compliance
- Enforcement
- EQ BC process
- Training (all Building Act
- Legislative review
- Policy
- Procedures
- FAQ's
- Forms
- Product Review
- Weathertightness

**Production teams**

**Team Leader –  
Building  
Consents  
Development  
Team One**

2 x Senior BCO's

2 x Level 3 BCO's

6 x Level 2 BCO's

2 x Level 1 BCO's

**Team Leader –  
Building  
Consents  
Development  
Team Two**

2 x Senior BCO's

2 x Level 3 BCO's

6 x Level 2 BCO's

2 x Level 1 BCO's

**Team Leader –  
Building  
Consents  
Development  
Team Three**

2 x Senior BCO's

2 x Level 3 BCO's

6 x Level 2 BCO's

2 x Level 1 BCO's

Building Consent approvals  
Certificate of acceptance  
Exemptions from Building Consent  
Specialist Public Advice  
Mentoring of other BCO's

**Manager  
Engineering  
Services**

Structural / HVAC  
Engineers x 2

Civil / Subdivision  
Engineers x 3

Fire Engineers x  
2.4

BWOF x 1  
Drainage / GIS  
Specialist

Specialist engineering input  
into building consents for  
BAU & EQ, plus  
Subdivision consents.  
BWOF, Compliance  
Schedules

**Team Leader (pims)  
EQ Development  
Reports / GIS**

Development  
Contribution  
Specialists x2

**Building Specialist**  
Train Processors &  
review content

**Pim Processor x 3**  
Process all build,  
plan, drain, &  
admin.  
Should do 60% of  
Pims the rest to  
specialists

**PIMs  
Development Reports  
Specialist Public Advice  
Webmap updates**  
**Note: PIMs need to  
have a filter at the front  
end & a check during  
the process & at  
completion.**