

POSITION DESCRIPTION

TITLE: BUILDING INSPECTIONS TEAM LEADER	VACANCY NO: 5701
UNIT: INSPECTIONS & ENFORCEMENT UNIT	GROUP: REGULATION & DEMOCRACY SERVICES
REPORTS TO: BUILDING INSPECTIONS MANAGER	DIRECT REPORTS: 15
LOCATION: CIVIC OFFICES	DATE: JANUARY 2012

Purpose of the position:

- To provide leadership and technical expertise to the Building Inspection team through ensuring safe and sanitary complex commercial and residential buildings are constructed within the Christchurch community in accordance with requirements of the Building Act 2004 and associated regulations, Local Government Act 2002 and the Resource Management Act 1991, and any related Council policy and procedure including the Building Consent Authority manual.
- To contribute to the overall direction and functioning of the Inspections and Enforcement Unit.

General:

As an employee of the Council you are required to:

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

Key Areas Of Accountability	
Leadership	<ul style="list-style-type: none"> • Provide direction, empower, motivate and develop others in order to achieve business unit, group and organisational goals. • Role model our shared values. • Build a positive internal and external image of the Building Inspection Team including development and maintenance of positive relationships with key stakeholders. • Develop and maintain a clear purpose for the Team and clearly communicate team member roles to achieve operational and administrative Team outcomes. • Manage the following processes: <ul style="list-style-type: none"> ▪ recruitment, selection and induction processes, ▪ identify and apply training and development needs of team members, ▪ performance and coaching matters, including leading Performance Review and Development discussions with administration and building inspection team members and subsequent action plans, ▪ develop and maintain operational manuals to ensure the delivery of excellent customer service.

	<ul style="list-style-type: none"> • Manage the operational and administrative functions of the Building Inspection team including managing the day to day administration of the team inclusive of KPI reporting, leave and time sheet management, work scheduling, and health and safety compliance. • Delegate responsibility to team members in a consultative manner with clearly defined expectations. • Communicate clearly and regularly to all team members on issues of relevance to the Team and the Unit. • Build a Team environment fostering innovation and quality participation whilst minimising risk to the Team and the Council. • Manage interpersonal and inter team relationships in a timely and professional manner. • Seek and use creative initiatives to maintain/enhance market share in core activities. • Provide professional advice and technical support to team members. • Manage team and individual attainment of team/unit outputs and objectives particularly in the area of Code Compliance Certificates. • Promote best practice and professional approach to the achievement of outputs for the benefit of customers. • Undertake and report on projects focused on continuous improvement of the Building Inspection services as and when required • Ensure that statutory requirements of relevant building legislation are achieved in an efficient manner by the use of well-trained and knowledgeable staff. • Exercise delegated authorities on behalf of the Council
<p>Contribution to Unit Management</p>	<ul style="list-style-type: none"> • Set targets and performance measures for assigned outputs within the budget, monitoring and managing progress on these. • Provide financial information for the annual budget process on allocated outputs and monitoring performance, resolve discrepancies and initiate action to keep on target throughout the year. • Plan, develop, and implement new or improved services and resources within the Building Inspections Team. • Lead Unit initiatives in area of expertise, and participate in other initiatives as required, including representing the Building Inspections Team at corporate level. • Actively contribute to Unit and Council direction through management meetings and processes. • Actively challenge and push all team members' boundaries to improve and maximise Team and Unit performance.

Interaction with Customers	<ul style="list-style-type: none"> • Resolve where possible contentious, sensitive or complex concerns of customers. • Ensure the Team is adequately resourced to meet customer needs and equipped to deal with a wide variety of customers. • Ensure adequate systems are in place to process Enforcement Team matters efficiently and effectively. • Ensure monitoring systems are in place, to provide accurate and reliable information to customers and enhance customer service delivery; including on-going review of process and advisory systems to meet customer needs and/or expectations. • Model, maintain and monitor a quality custom interface for public advice and inspection services. • Actively promote the Team and Unit services internally and externally. • Identify key customers and stakeholders and work with them to establish agreed performance outcomes and continued service improvements. • Exercise delegated authority on behalf of Council in accordance with the appropriate legislative requirements and Council delegations afforded to Enforcement matters. • Seek to achieve consistency and fairness in decision making across all facets of the Enforcement Team. • Be accountable for individual team member and team outputs to achieve customer expectations and statutory time frames.
Inspection Activities	<ul style="list-style-type: none"> • Ensure administrative efficiently receive and record notified building inspections, and produce clear/balanced daily inspection schedules to team inspectors. • Assist the monitoring of Building Inspection staff to operate professionally, efficiently, and in a timely manner in carrying out their responsibilities. • Ensure building inspection site reports are meaningful, precise, factual and timely. • Ensure non-complying building work is recognised and rectified by staff. • Ensure integrity and thoroughness of inspections and recording so Code Compliance Certificate issue is prompt, reliable and of high value to the customer.
Drainage Plan Capture	<ul style="list-style-type: none"> • Provide resources to ensure draft layout plans of foul water and stormwater drainage systems installed with a building consent are accurately plotted and measured. • Provide monthly returns to the waste management unit of all drainage systems installed to agreed standards.
Land Subdivision/ Tenure Building Act Approval	<ul style="list-style-type: none"> • Provide resources to ensure that draft layout plans of foul water and stormwater drainage systems installed with a building consent are accurately plotted and measured.

Statutory Information, Requirements & Knowledge Representation	<ul style="list-style-type: none"> • Provide guidance and direction to team members and other enquirers about relevant statutory information, requirements, and processes the Building Inspection Team undertakes. • Review, give advice and other feedback relating to written and verbal communication that will represent the Council's position in relation to the any statutory information, requirements, and processes while minimising the Council's duty of care. • Promote the concepts of objectivity and independence to all aspects of the Team's functions.
Health & Safety	<ul style="list-style-type: none"> • 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. • 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.
Budget	<ul style="list-style-type: none"> • Responsible for managing a budget of \$NIL
Financial Delegations	<ul style="list-style-type: none"> • Delegated financial authority for Capital Expenditure of \$NIL • Delegated financial authority for Operational Expenditure of \$10,000

Key Relationships/Customers:

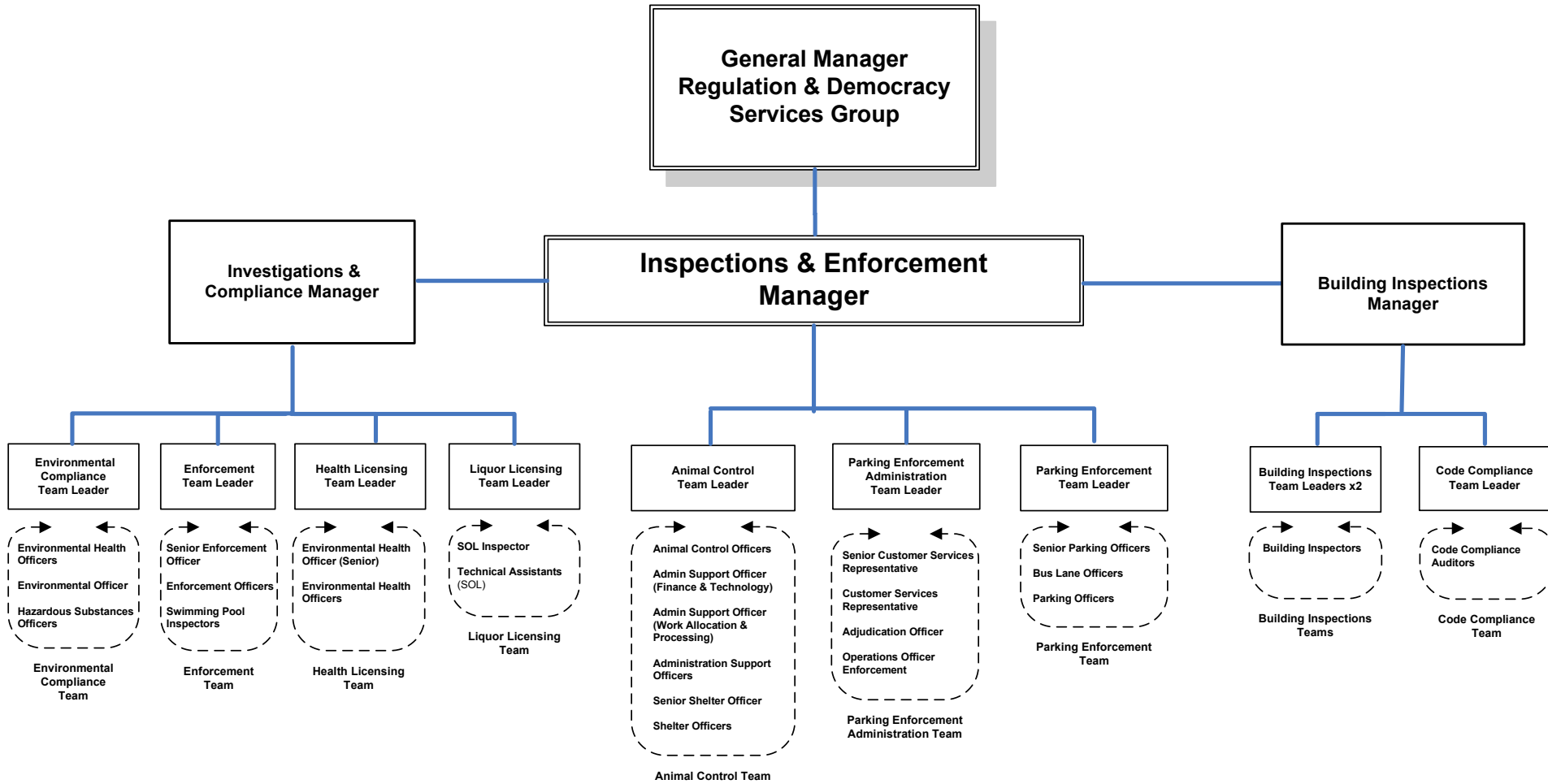
Internal	Nature of the Relationship
Building Inspectors	Providing Leadership and direction. Managing the workflow and providing advice and support to the team
Other Council Units RDS, EPA, Legal, I&E, City Water & Waste, Corporate Support Unit (Property)	Work collaboratively with; provide advice, assistance and education on building matters, legislation and processes. To develop working relationships across the organisation to facilitate successful outcomes.
External	
Building Owners and occupiers	To provide advice, assistance and education on building matters, legislation and processes, and assist with direction to other agencies where appropriate.
Building Developers	To maintain a professional liaison in gaining building compliance through providing proactive advice, education and assistance.
Professional services e.g. Legal, Engineers, Architects	To maintain a professional liaison in gaining building compliance through providing proactive advice, education and assistance.
External Customers	To provide relevant support and advice on related subject matter

Formal Qualifications and Training	Required	Desirable
Professional Qualification in the building industry (NZQA level 4) e.g. New Zealand Certificate of Building (Diploma in Construction Management) or an equivalent. Craftsman Plumber, Registered Drainlayer or a tertiary qualification or equivalent in a related field like Building Science, Architecture, Draughting or Quantity Surveying.	✓	
Current full drivers licence	✓	

Key Competencies/Knowledge/Skills/Experience	Required	Desirable
At least 10 years experience (excluding apprentice time) within the building/construction industry across a wide variety of commercial and residential building projects (including multi-strata or multi-titled property) or in one of the building disciplines e.g. Plumbing, Drainlaying and at least 3 years or more experience leading a team	✓	
Sound knowledge and understanding of building legislation and practical working knowledge of New Zealand Building Code and approved documents	✓	
Previous experience in a building consent authority		✓
Demonstrated skills, ability and commitment to coach and lead and develop the capability of teams	✓	
Intermediate computer skills (including MS Word and Excel)	✓	
Leadership <ul style="list-style-type: none"> • Clarifies role and action required to achieve targets by individuals and team • Develops and manages high performing teams • Role models appropriate values-based behaviours • Matches leadership style to the need of team members 	✓	
Communication <ul style="list-style-type: none"> • Communicates with relevant people at appropriate times • Encourages a culture of communication by setting up and modifying effective communication systems e.g. team briefing, memos • Chooses appropriate medium and uses language appropriate for the message and audience <p>Roles models effective communication and information sharing</p>	✓	
Customer Focus <ul style="list-style-type: none"> • Manages employee performance to ensure it reflects the departmental and organisational approach to customer services • Is a good role model for customer service excellence • Demonstrates an understanding of the long term needs of customers and how their longer term objectives can be met 	✓	
Strategic Focus <ul style="list-style-type: none"> • Anticipates trends and offers strategic and practical solutions • Undertakes business planning within the context of the broader organisation • Reviews and develops services in alignment with Council's strategies 	✓	

<p>Working Collaboratively</p> <ul style="list-style-type: none"> • Builds and maintains productive internal relationships • Utilises the strengths of individuals in co-operative team working • Involves staff in reviewing and planning core service delivery • Influences and involves others to gain support and commitment • Fosters a team spirit through a collaborative and co-operative approach to work 	✓	
<p>Problem Solving</p> <ul style="list-style-type: none"> • Conducts analysis, understands and sees the relationships between a range of diverse information, facts and figures and identifies the key issues and way forward • Develops innovative approaches to problems and is prepared to take calculated risks • Anticipates potential problems in and develops appropriate action plans to prevent issues from escalating. • Ensures problems are managed at the appropriate level and seek to involve partners in joint problem solving where appropriate 	✓	
<p>Planning & Self Management</p> <ul style="list-style-type: none"> • Prioritises objectives and schedules to make best use of time and resources • Sets realistic and challenging goals to achieve operational objectives • Forecasts the activities needed to deliver an objective • Develops medium term plans (2-3 years) for own service and monitors progress • Considers all the options when making budget decisions and the wider impact, particularly on people and service delivery 	✓	
<p>Focus on Results</p> <ul style="list-style-type: none"> • Monitors and evaluates implementation of action plans • Ensures processes are in place to deliver services to agreed standards • Identifies barriers to goal achievement and develops strategies to overcome them • Makes own expectations clear when making requests for resources, support or services 	✓	

Inspections & Enforcement Unit



Updated November 2010