

POSITION DESCRIPTION

TITLE: BCA QUALITY ASSURANCE MANAGER	VACANCY NO: 5634
UNIT: ENVIRONMENTAL POLICY AND APPROVALS	GROUP: REGULATION & DEMOCRACY SERVICES
REPORTS TO: BUILDING CONSENTS DEPARTMENT MANAGER	DIRECT REPORTS: 2
LOCATION: CIVIC OFFICES	DATE: DECEMBER 2011

PURPOSE OF THE POSITION:

- To contribute the ongoing accreditation of the Building Consent Authority (BCA) and thus the approval of buildings within the Christchurch community in accordance with the requirements of the Building Act 2004 and associated regulations, Local Government Act 2002, Canterbury Earthquake Response and Recovery Act 2010, Canterbury Earthquake Recovery Act 2011 and the Resource Management Act 1991.
- To ensure that the BCA Quality Assurance System is effectively implemented, appropriately improved and maintained.
- To provide technical support and leadership to BCA colleagues in relation to quality management.

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, support and coaching	<ul style="list-style-type: none"> • Provide direction and motivate others in order to achieve BCA quality policies and objectives. • Act as role model for our shared values. • Coach and mentor team members on quality issues on a continual basis. • Assist in the training and development of BCA staff with respect to quality policies, objectives and procedures. • Delegate to BCA staff, in a consultative manner, tasks with clearly defined expectations that are within their competency and Position Description, in order to help achieve effective implementation, improvement and appropriate maintenance of quality system. • Contribute to identification of BCA organisational training needs and implementation of suitable and relevant professional development opportunities.

Achievement of Building Regulation objectives	<ul style="list-style-type: none"> • Ensure the BCA's documented systems comply with the Building (Accreditation Building Consent Authorities) Regulations 2006. • Monitor the implementation and effectiveness of the quality system. • Ensure implementation of the following quality systems: <ul style="list-style-type: none"> ○ Internal audits; ○ Management reviews; ○ Corrective actions; and ○ Continuous improvements. ○ Ensure maintenance of the quality system documentation, including: ○ BCA Manuals (Administration and Management Procedures, Technical Procedures and Standard Forms); ○ BCA continuous improvement system (e.g. "Ideas Into Action" and document control register); and ○ Internal audits schedule and records. • Liaise with external agencies (including Department of Building and Housing, International Accreditation New Zealand) as required. • Facilitate continuous improvement requests.
Professional advice and public education	<ul style="list-style-type: none"> • Enable the provision of consistent technical and procedural advice by BCA staff to internal and external customers on the Building Act 2004, Building Regulation & Building Code (including guidance on the principles and purposes of the Act) and Council processes. • Contribute to the resolution of complex, contentious or sensitive building consent issues in an efficient and effective manner through participation on the BCA Technical Committee. • Maintain up-to-date knowledge of other Council functions and seek information from other units when required, to increase existing knowledge, so as ensure most effective system development. • Facilitate (through training, seminars, information provision and guidelines) a better understanding of the purpose of the Building Act and related processes, including of the role of all stakeholders in those processes, to enable more effective participation.
Participation in BCA policy and procedure Change Developments	<ul style="list-style-type: none"> • Contribute to the external legislative review processes, particularly through seminar participation and submission preparation, as required. • Contribute to the review and development of BCA procedures and practices. • Contribute to intra-Council unit projects regarding quality assurance issues. • Participate in BCA Steering Committee meetings. • Recommend strategic direction and actions.
Contribution to Unit objectives	<ul style="list-style-type: none"> • Participate in Performance Review and Development. • Give and receive feedback to colleagues in constructive, open manner. • Seek and implement improvement opportunities in process and service delivery. • Participate in training, sharing information and knowledge to assist with the professional development of colleagues. • Participate in CCC BCA Combined Technical Sharing meetings.
Health & Safety	<ul style="list-style-type: none"> • Recognise CCC health and safety systems. • Keep 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"> • Managing a budget of \$100,000
Financial Delegation	<ul style="list-style-type: none"> • Delegated financial authority for Capital Expenditure of \$10,000 • Delegated financial authority for Operational Expenditure of \$10,000

KEY RELATIONSHIPS/CUSTOMERS:

Internal	Nature of the Relationship
EPA Unit Manager	<p>To obtain guidance and authorisation concerning resourcing.</p> <p>To obtain definition and clarification of roles and responsibilities.</p>
Environmental Policy and Approvals Unit Manager, Inspections and Enforcement Unit Manager and Earthquake Unit Manager	To provide advice and recommendations arising from internal audit results and continuous improvement requests.
Building Policy and Consents Department Manager	<p>To support the Quality Assurance Champion.</p> <p>To provide advice and recommendations arising from internal audit results and continuous improvement requests.</p> <p>To obtain advice and information regarding relevant matters identified in the BCA Manual.</p>
Building Inspections Department Manager	To obtain advice and information regarding relevant matters identified in the BCA Manual.
Earthquake Unit Manager Earthquake Consents Manager Earthquake Inspections Manager	To obtain advice and information regarding relevant matters identified in the BCA Manual.
Training and Development Coordinator	To seek information and obtain support regarding BCA training needs, individual BCA staff training and maintenance of BCA Personal Competency folders.
BCA Steering Committee	<p>To obtain ratification and guidance for strategic direction and actions.</p> <p>To obtain management review outcomes.</p> <p>To report the results of internal audits and follow-up actions, and on action taken on continuous improvement requests.</p>
BCA Technical Committee	To contribute to the maintenance, development and professional application of technical knowledge.
Team Leaders	<p>To seek and obtain inputs to the continuous improvement system.</p> <p>To obtain support for the allocation of internal audit responsibilities, for completion of audits and for implementation of corrective actions.</p> <p>To ensure staff give effect to quality systems.</p>
Building Consent Teams Building Inspections Teams Enforcement Team Earthquake Consents Team Earthquake Inspections Team	<p>To seek and provide advice, share information on quality matters.</p> <p>To provide direction and motivate teams in order to achieve BCA quality policies and objectives.</p> <p>To delegate tasks in consultation with Team Leaders to facilitate the implementation and maintenance of the quality system.</p> <p>To seek and obtain inputs to the continuous improvement system</p>

Customer Services Representatives Regulatory Support Team	To provide advice and education on quality matters. To give constructive feedback to improve the level of service.
Other CCC Teams e.g. Planners, Environmental Health, Trade Waste Planners, Subdivision Team	To seek and provide advice, share information, and actively co-operate to ensure applications are processed in a timely and efficient manner. To lead and assist with proposed changes to inter-team procedures to ensure consistency within the Council.
External	
Professionals (e.g. Architects, Engineers, Draughtspersons, Building Contractors, Property Developers, Legal professionals)	To provide advice and education on BCA policies, procedures, systems and related matters when required.
International Accreditation New Zealand, Department of Building & Housing	To liaise and maintain a good working relationship. To respond to enquires as required. To act as primary point of contact in respect to accreditation matters.
External contractors	To contribute to contractors' engagement and management, including identifying compliance with an appropriate quality assurance system.
Other Government Agencies (e.g. New Zealand Fire Service, Environment Canterbury, New Zealand Police, Department of Labour Occupational Health & Safety)	To share information, provide and request advice and assistance when required.
Associated Building Entities/Bodies (e.g. Building Research Association, Historic Places Trust)	To share information, provide and request advice and assistance when required.
General Public	To provide advice, assistance and education on BCA policies, procedures and systems and related matters, and to assist with direction to other agencies where appropriate.

FORMAL QUALIFICATIONS AND TRAINING:	Required	Desirable
Completion of quality assurance/ auditing training course by a recognised training provider.	✓	
A qualification in Quality Assurance.		✓
A Tertiary qualification (NZQA level 5) or equivalent within the building industry (e.g. Bachelor of Architecture; Bachelor of Engineering; New Zealand Certificate of Building; Diploma in Construction Management; New Zealand Certificate in Architectural Draughting; New Zealand Certificate in Engineering, Advanced Trade Certification).		✓
Membership of the Building Officials Institute of New Zealand (BOINZ)		✓
Current Full Drivers Licence.		✓

KEY COMPETENCIES/KNOWLEDGE/SKILLS/EXPERIENCE	Required	Desirable
Knowledge of quality management and accreditation systems	✓	
At least five years experience developing and implementing quality assurance systems.	✓	
Experience in the building industry, preferably across a wide variety of New Zealand building projects.		✓
At least three years recent experience with a Building Consent Authority or similar.		✓
Some experience undertaking or assisting in team leadership.		✓
Understanding and application of Building Act, Building Regulations and related documents.		✓
Intermediate Computer and Keyboard skills (including MS Word and Excel).		✓
Demonstrated Quality Focus: <ul style="list-style-type: none"> • Commitment to and enthusiasm for ongoing improvement in customer service and work quality • Attention to detail • Ability to motivate others to maintain and improve quality 	✓	
Strong Problem Solving Abilities: <ul style="list-style-type: none"> • Identify and define issues and draw conclusions as a result of investigation and analysis, and to make appropriate recommendations • Focused on finding solutions to problems 	✓	
Customer Focussed: <ul style="list-style-type: none"> • Respond to customer needs promptly, accurately and efficiently within agreed timeframes • Effectively resolve conflict with customers • Provide a good role model for customer service excellence 	✓	
Collaborative Working Ability: <ul style="list-style-type: none"> • Help others out when they are struggling • Build and maintain productive internal relationships • Integrate work with other teams across the Unit where appropriate 	✓	
Effective Communication: <ul style="list-style-type: none"> • Share information across the unit and wider organisation • Communicate in a clear and constructive manner both verbally and in writing. • Make presentations in formal or informal settings. • Communicates with relevant people at appropriate times 	✓	
Change Management: <ul style="list-style-type: none"> • Respond positively to change • Support colleagues through change • Ensure clear communication of change and the reasons behind change • Deal constructively with conflict and stress 	✓	
Leadership: <ul style="list-style-type: none"> • Appreciate and understand role and action required to achieve targets. • Present a positive and confident image of the Council and respond professionally in the face of difficult questioning 	✓	
Learning and Growth: <ul style="list-style-type: none"> • Focus on continuous self development • Seek regular feedback on own performance, respond constructively and modify behaviour accordingly 	✓	

POSITION DESCRIPTION



Christchurch City Council Regulation and Democracy Services Organisation Structure Chart

