

# WESTLAND DISTRICT COUNCIL

## JOB DESCRIPTION

### JOB TITLE

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Business Support Officer - Building Control

### PURPOSE

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Business Support Officers are responsible for providing administrative support, to the Building Control Team and delivering high quality customer service and administration support internally and externally. The role is critical in providing accurate and quality information to customers and assisting in the meeting of statutory timeframes and in ensuring that office systems and standards are maintained at a level that allows for the ready retrieval of documents and other information.

### SPECIFIC DUTIES & RESPONSIBILITIES

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Administrative and Customer Service Duties: Building Control

Provide administrative support, customer service and other business support functions for the Building Control team. This includes but is not limited to the following general responsibilities and tasks:

- Provide first port-of-call on behalf of Building Control team for enquiries, phone calls, visitors and e-mails courteously and efficiently
- Issuing Building Consents, Code Compliance Certificates, prepare certificates (includes Certificates of Public Use, Notices to Fix, Section 73/75 certificates) waivers, letters/correspondence and other documents
- Complete all invoicing in relation to Building Consents and associated building control requirements in a timely manner
- Provide monthly reports containing building statistics and have BRANZ and MBIE returns ready to be paid by 20th of month and filed appropriately.
- Assist with customer enquiries concerning functions administered by the Building Control team, and the status of applications, how to make applications, consents, certificates, etc.
- Make online inspection bookings and appointments for Building Control staff
- Prepare meeting agendas and minutes for the weekly operational meetings and any other as required
- Compile completed files for Building Consents and Code Compliance Certificates once they are issued
- Monitor daily payments for consents and release documents to customers when paid
- Generate purchase orders
- Prepare bookings for travel and accommodation
- Obtain copies of records of titles and consent notices as requested
- Receive, check documentation for, and assist with Code Compliance Certificates applications.
- Ensure that all documentation is purposely and accurately recorded electronically into online systems such as NCS and Objective before its filed on Council property and general files.
- Perform administrative tasks relating to the inspection and licensing of Amusement Devices.
- Vetting building consent applications (after adequate training is provided)
- Documenting in detail via flowcharts, checklists and/or 'job manual' the latest Business Support processes so that other Business Support staff or, if necessary, Customer Service staff can assist as required during times of leave or peak workload
- Assist with maintaining the Council's website content relating to building control
- Provide support to maintain and update Compliance Schedules and Building Warrant of Fitness.
- Assist with any photocopying or scanning needed by Building Control staff and customers.

Customer Service

- Actively promote and demonstrate good customer service.
- Provide a prompt and efficient service within agreed timeframes.
- Ensure customers are treated with respect and in a friendly and professional way.
- Ensure information is accurate and easy to understand (jargon-free).
- Follow-up all matters to ensure customer is aware of status of query/complaint.

### Collaboration

- Demonstrate a spirit of cross-Council collaboration and shared purpose within the organization
- Provide communication and feedback to support manager(s)
- Contribute positively to regional collaboration and shared services in the building control area

### Key Relationships

- Chief Executive
- Executive Team
- Mayor and Councillors
- Other Westland District Council staff, in particular the building control team and planning/ regulatory staff, but also the Customer Service Centre, Finance staff and the District Assets team.
- Contractors for the BCA
- Ratepayers, Residents and the General Public
- Consent and licence applicants and holders and their agents
- Central Government Departments and agencies
- Building Consent Authority accreditation organisation (e.g. IANZ)
- Other Local Authorities
- Council-Controlled Organisations (CCOs)
- Council Suppliers, Solicitors and Contractors
- Local Government New Zealand

### Delegated Authority

- N/A

### Staff management

- N/A

### Reporting To:

- Building Control Manager

### Health and Safety

- Follow all safe work practices, procedures, guidelines and controls.
- Take all reasonably practicable steps to ensure their own safety at work and not cause harm or create hazards to other persons. Encourage others to do the same.
- Actively contribute to hazard identification and hazard management.
- Communicate health and safety issues or concerns directly to their manager or a health and safety representative.
- Report all accidents, injuries, incidents, pain or discomfort and near misses immediately or as soon as possible within 24 hours. This includes damage to property, vehicles and equipment.
- Actively participate in health and safety initiatives and participate in meetings and training.
- Take an active role in any personal treatment, rehabilitation plans or return to work programs if applicable.
- Wear Personal Protective Equipment (PPE) where required and be personally responsible for the use, care and storage of PPE
- Take responsibility for visitors and support visitors to comply with Council Health and Safety Policy and procedures at all times.

### Civil Defence/Emergency Management

- To meet the Council's statutory responsibilities for Civil Defence and Emergency Management (CDEM) you will be expected to participate in CDEM training initiatives and undertake activities, as directed as part of Council's emergency response.

## GENERAL DUTIES & RESPONSIBILITIES

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- Be punctual and work the hours and times specified.
- Prioritise workload to ensure work of the greatest importance to the business is undertaken with urgency and to a high standard.
- Support and help develop a positive workplace culture.
- Demonstrate excellent interpersonal communication skills.
- Responsibly manage all business resources within accountability levels.

- Undertake all duties and responsibilities outlined in this job description and all other duties as required by the business.
- Comply with all employment obligations.
- Promptly undertake to complete all reasonable and lawful instructions and directions given.
- Serve the business in good faith, promoting and protecting the business's best interests.
- During work time, and such other times as may be reasonably required, dedicate all effort to the execution and fulfilment of the duties, responsibilities, obligations and instructions related to employment.
- Demonstrate through own actions a commitment to Health and Safety at work when undertaking work or observing others in the workplace.

## **SKILLS, EXPERIENCE & EDUCATION**

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### Qualifications and/or Experience

- Related tertiary qualification, e.g. in business administration or administrative support
- Minimum of 3 years' experience in a similar role or demonstrated capacity through a related role to perform the functions of this role with minimal training.

### Knowledge/Skills/Attributes

- Good overall knowledge of building control policies and procedures
- Excellent customer service skills – strives for high customer satisfaction, goes out of the way to be helpful and pleasant, makes it an easy and positive experience for customers. Able to handle potentially difficult customers.
- Relationship building – establishes a productive, cooperative and inclusive environment with others.
- Planning, organisational, time management and problem solving skills.
- Attention to detail – ensures information is complete and accurate.
- Communication skills – listens actively, writes and speaks logically in a manner that is easily understood.
- Presentation skills – expresses oneself in a clear, concise, confident manner during individual or group situations.
- Computer literate with software proficiency covering a variety of applications.
- An understanding of the Council environment, and an appreciation for the political and sensitive nature of Local Government
- Displays professionalism, honesty, integrity and reliability.
- Self-motivated with initiative.
- Positive, energetic personality and team player.
- Proactive and passionate about making a difference.
- Resilience and ability to cope under pressure.
- Hold a valid full New Zealand drivers licence.
- Able to attend meetings out of normal office hours when required.