

POSITION DESCRIPTION

Position:	Team Leader – Building Compliance (Inspections)
Department:	Building Services
Location:	Queenstown
Reports to:	Manager – Building Services
Date:	January 2020

BACKGROUND

Queenstown Lakes District Council (QLDC) is a territorial authority in Te Waipounamu South Island of Aotearoa New Zealand, with a current resident population of approximately 48,300 which is projected to increase to 61,350 by 2031¹. The Queenstown Lakes District is also a premier tourist destination making a significant contribution to the national economy. In recent years, the district has experienced significant and sustained growth in both resident population, and in international and domestic visitor numbers. Our demand projections forecast this growth to continue². The overall growth pressures the district is experiencing has led to the 2021 -2031 Ten Year Plan setting out an ambitious programme of work, with over \$1.6 billion of capital investment to be made over the decade³.

QLDC has a central role to play in maintaining and enhancing the quality and liveability of the outstanding environment of the district. It also has a central role in development and regulation and provides high quality services and infrastructure to residents and visitors; managing the district's parks, trails, libraries and recreational facilities; enabling sustainable development through consenting services; and regulating local activities. QLDC's role in leading the recovery effort for the district in response to COVID-19, also means that the diversification of the district's economy is an increasingly important priority for our Council.

The community outcomes set out in the 2021 – 2031 Ten Year Plan are directly extracted from [Vision Beyond 2050](#), which is our community vision statement:



¹ [QLDC demand projections, March 2022](#)

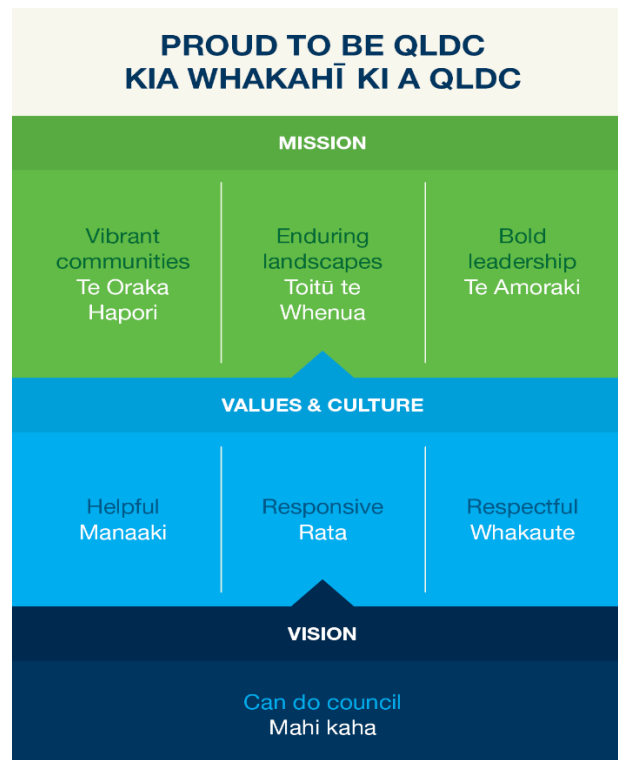
² [QLDC demand projections, March 2022](#)

³ [QLDC Ten Year Plan 2021 - 2031](#)

VISION, MISSION AND VALUES

We're proud to be QLDC, and in response to the growth the district has experienced over recent years the QLDC organisation has itself experienced substantial growth. With an employed workforce of approximately 550 in July 2022, and a range of partner organisations delivering services on behalf of Council, QLDC is also a significant employer in the district. The range and types of work carried out at QLDC are extensive, and complex; becoming increasingly so as the district continues to grow.

Our culture is an important part of who we are. The vision, mission and values set out below are the foundation for our organisational culture; how and why we go about things:



PURPOSE

The purpose of this role is to provide effective leadership, mentoring, coaching, and management of your direct reports. The position is responsible for ensuring an effective, efficient, timely and co-ordinated delivery of building inspection services.

Leadership

The Team Leader - Building Compliance (Inspections) will have an appropriate technical knowledge of the Building Act, Regulations and Building Code and be the 'go to' person for the team with regard to technical matters. The role will work closely with and actively support the Manager – Building Services.

Operational Management

Ensure that all Territorial Authority and Building Consent Authority accreditation requirements are met in the delivery of the services covered by this role, in particular ensuring continuing compliance with BCA policies and procedures.

Technical Management

Establish and coordinate systems to manage and oversee the workloads of the team along with a focus on improving the quality and efficiency of outputs.

This position is required to provide internal technical and professional leadership to staff and external leadership to the construction industry to achieve their confidence and respect. There is an equally important role to play in presenting a professional, can-do, constructive face of council to the wider construction and development communities, and fostering this culture within the team.

KEY TASKS

Operational Excellence

- Manage workloads so that the team are inspecting the right number and building category of building inspections in accordance with their competency.
- Manage the allocation of building inspections as well as having oversight of requests for the requirement to engage external contractors or technical experts associated with building inspections if required.
- Mentoring and development of skills to ensure that building inspection decisions made by the team will be delivered to the required BCA quality standards and within their competency level.
- Implement and continually improve service delivery policies, processes and systems in order to provide effective, efficient and seamless building inspection activities. Engage self and team in the process of continuous improvement.
- Undertake the training of new and existing team members by actively implementing individual training plans.
- Provide technical leadership, mentoring, advice and guidance to all building staff.
- Ensure that accurate and up to date records are maintained in relation to responsibilities.
- Champion QLDC commitment to excellence, innovation and quality.
- Foster sharing and flow of technical information between the building teams.
- Ensure that all members of the team are engaged in their role/organisation and undertake necessary actions to maintain team engagement as a group and on an individual basis if required.
- Undertake regular technical audits of the team to ensure compliance with BCA policies and procedures.
- Assist Manager – Building Services with recruitment and employment interviews.
- Assist the Manager – Building Services by undertaking performance appraisals of the team.
- Assist the Manager – Building Services to identify training opportunities for the team and the building team generally and prepare training plans with the Manager - Building Services.
- Assist and communicate with the Manager – Building Services providing information, trends and observations to help plan future resourcing and manage future opportunities and workloads.
- Carry out certain functions of the Manager – Building Services as and when requested to backfill leave taken by the Manager.
- Ensure own position has cover while absent.
- Assist the acting Team Leader – Building Consents nominee when the Team Leader is absent.
- Team meets or exceed set service level standards.
- Manage fee complaints for inspections and code compliance certificates.

- Undertake pre-construction meetings for major projects
- Maintain an oversight of the code compliance certificate and certificate of acceptance processes
- Oversee certificate for public use inspections, swimming pool inspections and exemptions.
- Update electronic inspection checklists.
- Maintain vehicle and equipment register.
- Liaise with regulatory re enforcement hand over for notices to fix.

Customer service

- Actively champion culture of 'How you can / not why can't we?', through encouraging team to think positively, use initiative, solve problems, use discretion, take calculated risks and look at the 'big picture'.
- Re-inforce a customer focus throughout the team and ensure all staff keep customers informed at each stage of their building inspection.
- Effectively investigate and resolve escalated customer complaints and incidents keeping customers informed at each stage of the process.
- Respond to and assist property owners, tradesmen and architects on matters relating to building within the district.

Process management:

- Ensure established business processes are effective and adhered to through regular review.
- Develop, contribute and implement new processes as required to support the strategic direction of Building Services.
- Ensure continuous liaison with building support team is maintained and all process changes are consistently implemented across all platforms.
- Promote and champion improvements to business processes and systems implemented as part of the department work programme.

Change Management:

- Positively lead the implementation of change initiatives or programmes with the team in accordance with best practice.
- Provide effective and positive communication to the team on changes.
- Respond appropriately and promptly to any issues encountered through the implementation of change initiatives or programmes.
- Ensure business continuity through any change.
- Engage regularly with team to identify potential areas of improvement.

Relationship Management

- Actively build, manage and maintain relationships across the development and construction sectors through personal communications and through monitoring relationships by the team in general.
- Ensure a high standard of customer interface in responding to counter, telephone, e-mail and mail inquiries.

- Establish ongoing dialogues with customers and be proactive in building strategic alliances consistent with QLDC's vision.
- Cultivate a professional and positive image for QLDC with the media and the community.
- Ensure that all customers are provided with appropriate information so they can understand why decisions have been made by the team. Encourage the team to ensure that communications with customers are completed with clear outcomes.
- Liaise and provide assistance to external auditors.

Corporate Responsibilities

- Build commitment to QLDC's vision, values and services.
- Willingly undertake any duty required within the context of the position.
- Ensure compliance with all legal/statutory and QLDC requirements for health and safety of all staff, visitors and users of QLDC recreation and leisure facilities.
- Manage own personal health and safety and takes appropriate action to deal with workplace hazards, accidents and incidents.
- Comply with all legislative requirements.
- Adhere to QLDC's Code of Conduct.

KEY RELATIONSHIPS

Internal:

- General Manager – Planning & Development
- Manager – Building Services
- Team Leader – Building Consents
- Resource Consents Team
- Planning Policy Team
- Planning Support Team
- Resource Management Engineering Team
- Monitoring & Enforcement Officers (Regulatory Department)
- Legal Advisors/Counsel

External:

- Development and construction communities
- Residents and customers

ACCOUNTABILITIES AND DELEGATIONS

Financial and statutory delegations assigned by the Chief Executive will be exercised appropriately and within defined parameters.

Financial Authority

- CEO Sub-Delegations Category E

Staff Authority

- Staff management: Number of direct reports:

12

Contractual Authority

Nil

PERSON SPECIFICATION**Education/Qualifications**

- Relevant professional or tertiary diploma (Level 6) qualification building regulatory related environment.
- Regulation 18 qualification required.
- Preferably competent to C3.

Experience

- Minimum of eight years' relevant professional experience in all aspects of building inspection.
- Experience with leading a team.
- Technical and applied knowledge of the Building Act 2004, NZ Building Code, litigation and enforcement processes, Local Government Act 2002 and any other Act that may be relevant to this role and function.
- Excellent leadership or management skills.
- Strong process orientation.
- Proven interpersonal and relationship skills including team building methods.
- Excellent written and verbal communication skills.
- Sound knowledge of policies, local government legislation and relevant case law.
- Negotiation and conflict resolution skills.
- Intermediate skill level in use of Microsoft Office applications (Excel, Word, Visio, Access, PowerPoint and Outlook).

General

- A current and valid New Zealand driver's licence.

COMPETENCIES

Core competencies for all employees of QLDC:

Integrity	<ul style="list-style-type: none"> ▶ Represents QLDC in an honest, ethical and professional way, supporting a culture of integrity and professionalism ▶ Acts on QLDC's vision, mission and values even when it is uncomfortable or difficult to do so ▶ Follows through on agreements; can be relied on to complete tasks and meet commitments
Delivering Quality Results	<ul style="list-style-type: none"> ▶ Emphasises progress over perfection, taking action and initiative to resolve issues within established process and procedure ▶ Prioritises and aligns tasks across the team to maximise efficiencies and deliver or exceed expectations ▶ Acts decisively to turn around inefficient or under-performing parts of the business
Adaptability	<ul style="list-style-type: none"> ▶ Is open to new ideas and is willing to try new ways of doing things ▶ Coaches the team and others to adapt to changing circumstances ▶ Clearly and positively communicates the benefits/requirements of change ensuring they are understood by others
Customer Focus	<ul style="list-style-type: none"> ▶ Communicates effectively with customers and stakeholders to identify their needs and requirements ▶ Creates a culture which embodies the delivery of a high-quality customer experience across QLDC, ensuring systems and processes drive service delivery outcomes ▶ Understands the different groups and coalitions in the wider business / community environment including the reasons for their underlying concerns and agendas and how they can affect and influence decisions and outcomes
Managing Relationships	<ul style="list-style-type: none"> ▶ Establishes and maintains effective relationships with stakeholders and gains their trust and respect ▶ Ensures actions, processes and decisions deliver sustainable relationships and support QLDC's interests ▶ Actively builds and develops partner relationships to create common goals and understanding
Valuing Diversity	<ul style="list-style-type: none"> ▶ Is aware of and responsive to cultural differences when engaging with people and groups ▶ Role models respect and sensitivity to diversity and difference to ensure an inclusive team environment ▶ Creates a feeling of belonging and strong team morale through leveraging individual strengths and differences to enhance collaboration, discussion, and decisions ▶ Builds an environment of collaboration and co-operation across QLDC, involving the most appropriate people from across the business

Competencies specific to the role:

Problem Solving	Uses rigorous logic and methods to solve difficult problems; probes all fruitful sources for answers; can see hidden problems; is excellent at honest analysis; looks beyond the obvious and doesn't stop at the first answers.
Decision quality	Makes good decisions based upon a mixture of analysis, wisdom, experience and judgement; most solutions and suggestions turn out to be correct and accurate when judged over time; sought out by others for advice and solutions.
Negotiating	Can negotiate skilfully in tough situations with both internal and external groups; Can settle differences with minimum noise; Can win concessions without damaging relationships; Can be direct and forceful as well as diplomatic; Gains trust quickly of other parties to the negotiations; Has a good sense of timing.
Developing Direct Reports and Others	Provides challenging and stretching tasks and assignments; holds frequent development discussions; is aware of each person's career goals; constructs compelling development plans and executes them; will take on those who need help and further development; is a people builder; encourages people to take responsibility for their own learning and development.
Organising	Can marshal resources (people, funding, material, support) to get things done; can orchestrate multiple activities at once to accomplish a goal; uses resources effectively and efficiently; arranges files and information in a useful manner.