

POSITION DESCRIPTION

Position:	Building Control Officer – Inspections
Department:	Building Services – Planning & Development
Location:	Queenstown
Reports to:	Team Leader – Inspections
Date:	July 2021

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 Building Control Officer – Inspections is responsible for administering the requirements of the Building Act 2004 and the Building Regulations and the New Zealand Building Code, in accordance with the QLDC Policies and Procedures. The Building Control Officer is responsible for implementing the regulatory requirements of the Building Act to ensure the quality of our residential and commercial buildings meet the requirements of our community and their occupiers. The role will focus on inspecting building work to facilitate the issue of Code Compliance Certificates, verifying that the finished work complies with the New Zealand Building Code.

KEY TASKS

Building Inspection

- Undertakes building inspections against issued building consents ensuring that all legal requirements are met, and compliance decisions are appropriately made and recorded.
- Uses and leverages modern technology (including smartphones), wherever appropriate, for the continuous improvement of our building inspection practices, and to assist in carrying out

inspections of building, construction, plumbing and drainage work to ensure compliance with the building consent.

- Assesses compliance of all building work against the Building Act and Building code, where required, undertake investigation and recommend appropriate enforcement action within your scope of authority.
- Compiles accurate records of communications with customers including all inspections and ensure the accurate update of Councils database records.
- Considers and issues appropriate compliance documentation (including CCC).
- Administers (under appropriate delegation and authority) the provisions of the Local Government Act, Building Act, Plumbers, Gasfitters & Drainlayers Act 2006, and their associated regulations.
- Responds to and assists property owners, tradesmen, architects and the public on matters relating to building within the district.
- Investigates, responds and documents enquiries and complaints as directed.
- Ensures accurate documentation is collected for all buildings constructed or altered within our district.
- Willing to undertake continuous training to upskill in order to progress to the next level of professional development.
- Openly shares knowledge and skills with other staff members – striving for accuracy and consistency of regulatory decisions.
- Willingly undertakes any duty reasonably required within the context of the position, with a focus on developing systems, processes and procedures that enhance the Building Services Team's knowledge, collaboration and best practices.

Relationship Management

- Establishes on-going dialogues with staff, customers and other stakeholders.
- Strategically manages customer relationships ensuring delivery, satisfaction and value for money.
- Presents a professional and positive image for QLDC within the community.

Corporate Responsibilities

- Build commitment to QLDC's vision, values and services.
- Willingly undertake any duty required within the context of the position.
- 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:

- Team Leader – Inspections
- Building Services Manager
- General Manager, Planning & Development
- Building Services Department
- All QLDC staff

External:

- Architects
- Consultants
- Trades
- Building Owners / Managers / Agents
- Members of the public

ACCOUNTABILITIES AND DELEGATIONS

- Financial Authority: Nil
- Staff Management Authority: Nil

PERSON SPECIFICATION

Education

- Possess or be working towards an appropriate NZ qualification relating to Building Controls.

Experience

- A minimum of 3 years' building control experience, or capability to develop this level of experience as a new Graduate under regulation 18 of the Building (Accreditation of Building Consent Authorities) Regulations 2006 (the Regulations).
- Sound knowledge of building industry legislation and related New Zealand standards.
- Proven ability to work without supervision.
- Effective time management and organisational skills.
- Excellent written and verbal communication skills, with strong attention to detail.
- Ability to establish and maintain effective relationships with stakeholders and gain their respect and trust.
- Conveys a professional and positive attitude, with a courteous and efficient manner.
- Ability to apply reason to achieve a satisfactory outcome for all parties.
- Highly motivated, achievement-oriented and innovative professional.

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 ▶ Champions safety and wellbeing by role modelling safe and healthy work practices
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 ▶ Identifies key tasks needed to achieve objectives, establishing timelines and milestones to reach future state ▶ Shows commitment to completing work activities effectively ▶ Has a can do, will do attitude – taking on new challenges, making the most of every opportunity
Adaptability	<ul style="list-style-type: none"> ▶ Adjusts your plan and approach as the situation changes to deliver the best outcome ▶ Adapts pace of work to meet organisational demands ▶ Is open to new ideas and is willing to try new ways of doing things ▶ Aware of your impact on others and adjusts approach accordingly
Customer Focus	<ul style="list-style-type: none"> ▶ Is dedicated to meeting the expectations and requirements of internal and external customers ▶ Ensures actions, processes and decisions deliver sustainable customer satisfaction and support QLDC's interests ▶ Communicates effectively with customers and stakeholders to identify their needs and requirements ▶ Knows and understands the customer's position and looks for opportunities to add value and create a great customer experience
Managing Relationships	<ul style="list-style-type: none"> ▶ Establishes and maintains effective relationships with stakeholders and gains their trust and respect ▶ Listens carefully with an open mind and is receptive to others' ideas ▶ Is aware of and responsive to cultural differences when engaging with people and groups ▶ Ensures actions, processes and decisions deliver sustainable relationships and support QLDC's interests
Valuing Diversity	<ul style="list-style-type: none"> ▶ Displays an open-minded, non-judgmental attitude towards others ▶ Continues to listen and attend to others when they are being unclear or 'difficult' ▶ Actively seeks input from others who may have different perspectives and views ▶ Role models respect and sensitivity to diversity and difference to ensure an inclusive team environment
Organisational Awareness	<ul style="list-style-type: none"> ▶ Applies an understanding of QLDC's culture and values to their activities ▶ Knows how QLDC works – both the formal and informal channels to use 'to get things done' ▶ Adapts quickly to change and uncertainty, approaching change positively and as an opportunity for learning and growth

Competencies specific to the role:

Problem Solving	<ul style="list-style-type: none"> ▶ Identifies potential problems, barriers, and risks and takes action to resolve them ▶ Seeks input and the perspectives of others to support efficient and effective problem solving ▶ Exercises judgement and makes good decisions ▶ Tries different approaches to overcome current obstacles and persists with efforts until an effective solution is found
Resilience	<ul style="list-style-type: none"> ▶ Demonstrates resilience by remaining composed and persevering through difficult or stressful situations ▶ Role models patience and tolerance when dealing with inconveniences and difficulties ▶ Recovers quickly from setbacks and adverse events ▶ Takes personal responsibility for decisions, actions, and mistakes
Influencing and Negotiating	<ul style="list-style-type: none"> ▶ Considers how you will influence over time and adopts a number of deliberate strategies to influence and communicate with others ▶ Achieves effective solutions and outcomes within challenging relationships, or when dealing with ambiguous and conflicting positions ▶ Picks up on people's social cues and reactions, and adjusts your approach accordingly ▶ Encourages others to talk, share and debate ideas to achieve consensus
Collaborating	<ul style="list-style-type: none"> ▶ Accepts and supports team decisions, is a 'good team player', do your share of the work ▶ Willingly shares information, knowledge and experiences with others ▶ Seeks out and works with others, regardless of team, function, business unit, geography, professional boundaries ▶ Fosters open dialogue and feedback
Inspiring, Direction and Purpose	<ul style="list-style-type: none"> ▶ Champions QLDC's vision and strategy and communicates the way forward generating enthusiasm and commitment to goals
Commercial Awareness	<ul style="list-style-type: none"> ▶ Ensures that day-to-day activities are aligned with and meet QLDC's longer term business objectives ▶ Utilises networks and market information to gather multiple perspectives and insights into customer needs and perceptions
Change and innovation	<ul style="list-style-type: none"> ▶ Drives continuous improvement and identifies opportunities to enhance processes and practices
Strategic Agility	<ul style="list-style-type: none"> ▶ Engages in critical questioning, looking for underlying causes and seeks to address those rather than make a "quick fix" ▶ Uses an in-depth understanding of local business and cultural practices to complete negotiations, resolve problems, and / or create business / community opportunities ▶ Uses analytical techniques to identify several solutions and weighs the value of each ▶ Anticipates and assesses the impact of changes to work-plans and initiatives such as changing political / economic conditions and responds appropriately