

## Building Consent Authority Quality Officer (0.5 FTE)

**Reporting to:** Building Control Manager

**Location:** Hokitika

**Date Reviewed:** 07 December 2020

### Position Purpose

To develop and maintain improvements in quality management systems to retain the Building Accreditation function of the Building Control activity

To have a focus on strategy and direction as well as operational day to day aspects of the BCA.

### Functional Relationships

| INTERNAL RELATIONSHIPS   | EXTERNAL RELATIONSHIPS  |
|--|---|
| <ul style="list-style-type: none"> <li>• Chief Executive</li> <li>• Executive Team</li> <li>• Mayor and Councillors</li> <li>• Westland District Council staff, in particular the Building Control Manager,</li> </ul> | <ul style="list-style-type: none"> <li>• Ratepayers, Residents and the General Public (including industry stakeholders)</li> <li>• Government Departments and agencies</li> <li>• Building Consent Authority accreditation organisation (e.g. IANZ)</li> <li>• Local Authorities</li> <li>• Local Government New Zealand (for information on best practice and training opportunities)</li> </ul> |

### Limitations of Authority:

As defined in the Delegations Manual.

**Staff:** None

## **Key Tasks and Responsibilities**

### **1. Quality Manager for Building Consent Authority and Building Control**

Provide leadership and monitoring of the maintenance and continuous improvement of the BCA's and TA's quality management systems in relation to building control, including workflow, communications, documentation, and internal and external audit procedures and responses. This work will be undertaken in consultation with the Building Control Manager, or Group Manager's approval required for changes to the BCA Manual.

Specific tasks related to this quality management role include:

- Developing and monitoring a robust and realistic quality management system, including an appropriate level of internal auditing, which drives the BCA Manual rather than the other way around
- Proactively seeking and proposing best practice from across New Zealand and beyond where appropriate
- Engage with Building Control team members to seek suggestions for improvements based on their experience
- Encouraging, capturing and using customer feedback to drive improvements, e.g. through Annual Customer Satisfaction Surveys
- Developing templates for communication and documentation that provide consistency, clarity, legal compliance, and customer orientation
- Devising clear and efficient workflows that can be demonstrated visually and incorporated into the BCA Manual
- Utilising technological advances to increase the use of online and electronic systems towards greater efficiency and customer value; with a particular focus on ensuring that continued implementation of AlphaOne and any other software or online systems is accompanied by the appropriate changes to the BCA Manual and supporting processes.
- Keeping the quality management work informed by actual practice through hands-on processing and inspection work as time permits, as referred to below.

#### **Expected Results:**

- a) BCA reaccreditation is achieved, in collaboration with the Building Control Manager, through adherence to a robust yet efficient quality management system. The quality management system is in line with best practice, supported by the Building Control Manager, and informed by engagement with the entire Building Control Team.
- b) Forms, templates and flowcharts make it easy for customers and Council staff to achieve compliance with the quality management system.
- c) Online systems are implemented in an integrated way with the quality management system so that the outcome is greater efficiency and customer value
- d) The quality management system and processes are based on a sound and up-to-date understanding of actual requirements of processing, inspection and related building control tasks.

## 2. Customer experience champion

Working across the Building Control activity, proactively identify ways from a quality management perspective to promote customer satisfaction and avoid customer complaints, and to support activity managers in responding to constructive and/or negative feedback and complaints. The tasks involved in this work will include:

- Devising ways to capture customer feedback in other ways (not just formal complaints), including customer surveys, so that it can inform and drive continuous improvement across our systems.
- Participating in regular two-way communication with activity managers so that potentially dissatisfied customers are identified early on and potential win-win solutions identified, or at least a communication strategy is outlined to minimise dissatisfaction.

### Expected Results:

- a) Complaints are tracked and responded to by the relevant Activity Managers appropriately and consistently across the planning and regulatory activities
- b) Continuous improvement occurs as a result of responding to regular and representative customer feedback
- c) Activity managers are supported in achieving high levels of customer satisfaction

## 3. Building Control Administration Support

- Provide administrative support to the Building Control Team in the absence of the Building BSO, or as required at the direction of the Building Control Manager

### Expected Results

- a) Actively promote and demonstrate good customer service
- b) Customer enquiries are received and responded to, or directed to an appropriate person in the Building Control Team
- c) Follow-up all matters to ensure customer is aware of status of query/complaint
- d) Inspections are booked in a timely and accurate manner
- e) Purchase orders, invoicing, and tracking of payments is accurate and able to be reported on.

## 4. Other Duties

### Expected Results:

- a) Supporting the team by performing other duties as and when they arise

### HEALTH AND SAFETY:

- To adhere to all Council and safety plans, policies and procedures including using protective equipment supplied.
- To identify existing or potential hazardous conditions and recommend appropriate corrective actions.
- To report all accidents and near miss events.
- To be familiar with emergency procedures.
- To ensure safe working conditions, develop safe working practices and wear protective clothing and equipment where necessary.
- To implement the removal of hazards where practicable and provide training in this area.
- To investigate accidents and near miss events.
- To ensure staff are trained and kept up to date with any new work safe policy changes.

- To ensure visitors and contractors operate under the Council health and safety policy and procedures.

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

## **Person Specification**

### **Qualifications/Experience**

- Good overall knowledge of building industry legislation, policies and procedures
- Minimum of 3 years' experience in the building industry or a similar role or demonstrated capacity through a related role to perform the functions of this role with minimal training.
- Computer literate with software proficiency covering a variety of applications.
- A basic understanding of the Council environment, and an appreciation for the political and sensitive nature of Local Government

### **Skills / Attributes**

- Team Player
- Demonstrated logical thinking and ability to understand, troubleshoot and propose improvements to complex systems including policies and procedures
- Creative thinking and initiative
- Excellent verbal and written communication skills
- Ability to ensure that work is completed to a high standard and to meet deadlines
- Ability to work cooperatively as part of a team demonstrating energy, vision and initiative
- Excellent Customer Service skills
- Ability to manage time and prioritise and organise workload

This job description gives a general outline of the duties and is not intended to be an inflexible or finite list of duties. It may therefore be amended from time to time.

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**Employee's Signature**

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**Date**

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**Manager's Signature**

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**Date**