

# Tūranga Mahi / Position Description: *Kaihoe Ture - Whare / Building Compliance Officer - BWO*

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At Rotorua Lakes Council, we are driven by the **purpose** for our existence, - by our 'why'. Our 'why' is our customers. We come to work each day to deliver services for our customers, and we keep them at the centre of our organisation's culture. We are committed to building a high performing culture based on our **purpose**.

'How' we work together is defined by our organisational culture and values. What each person does differs from role to role and will change based on the work programme approved by our Elected Council. The tasks that we do in each role are not a purpose in themselves, their purpose is to serve our customers.

To be successful in the role, and to enjoy your employment at RLC by achieving significant results for the community, you will need to take to heart and live the sentiment "The organisation's success is my success – my job is only done when everyone's job is done".

Rotorua Lakes Council is one of the largest employers in Rotorua, building a positive future for our district with approximately 78,000 residents, and visitors numbering in the millions. We are determined to be among the best councils in New Zealand and are committed to continually improve the service provided to our customers, both external and internal.

Rotorua is in the heart of the Te Arawa region. 40% of the population are Māori. Being a bicultural city provides a foundation for us to recognise and celebrate our increasing diversity which enriches us as individuals and as a multi-cultural community. Employment at RLC is a unique opportunity to develop your understanding and appreciation of Te Ao Māori, in order to better serve our whole community. As a senior leader in the organisation, you have a key responsibility to lead our people in adhering to our legislative responsibilities to mana whenua.

A top priority is to ensure the health and safety of our people at work. We want you to go home healthy and safe each day. Safety is everyone's job – all of our staff have a shared responsibility to manage our work environments to prevent harm, and to actively engage with health and safety initiatives and procedures. Managers are responsible for the health and safety of the areas and people under their leadership.

Rotorua Lakes Council has statutory responsibility for Civil Defence and Emergency Management (CDEM) within the district. This responsibility extends to all staff, who may be called upon to undertake CDEM roles in addition to their position specific responsibilities.

We are one team. To be successful, it is important that all staff are aligned to and actively support the organisation's direction, working collaboratively, and actively participating in activities and initiatives to advance the organisation.

The position description below describes the specific requirements of this position. The description within this position description is not an exhaustive list of responsibilities or tasks and staff are expected to contribute to the organisation through other tasks and activities assigned by their manager. In addition, you are also expected to be proactive in knowing and following Council policies and procedures.

## TE ĀHUA O TE MAHI - POSITION SPECIFICATION

<b>MAHI - POSITION:</b>	Kaihoe Ture - Whare - Building Compliance Officer – Building Warrant of Fitness
<b>RANGATIRA - REPORTS TO:</b>	Team Leader Building Inspection
<b>KĀHUI - GROUP:</b>	Destination Development
<b>TAUNGA MAHI - LOCATION:</b>	Civic Centre
<b>PŪTAKE - POSITION PURPOSE:</b>	To provide customer solutions focused approach to the delivery of processes that ensure premises with Specified Systems are well maintained and can be safely used by building occupants.
<b>NGĀ WHAKARITENGA - DELEGATIONS</b>	Direct reports: <ul style="list-style-type: none"> <li>• NIL</li> <li>• No budget responsibility</li> </ul>
<b>HONONGA WAIWAI – KEY RELATIONSHIPS: Rāroto - Internal</b>	<ul style="list-style-type: none"> <li>• Mayor and Elected Members</li> <li>• Te Tatau o te Arawa</li> <li>• CE's Group</li> <li>• Manahautū Te Arawa Partnership</li> <li>• Destination Development</li> <li>• Organisational Performance &amp; Innovation</li> <li>• Infrastructure &amp; Assets</li> <li>• Chief Financial Officer</li> <li>• People &amp; Culture</li> <li>• Community Experience</li> </ul>
<b>HONONGA WAIWAI – KEY RELATIONSHIPS: Rāwaho - External</b>	<ul style="list-style-type: none"> <li>• Council stakeholders</li> <li>• Contracted service providers</li> <li>• Technical professionals in your field</li> <li>• Auditors</li> <li>• Neighbouring local authorities</li> <li>• Mayor and Elected Councillors</li> <li>• Te Arawa Entities</li> <li>• Rotorua Community &amp; Partnership</li> </ul>

<b>NGĀ MAHI MATUA - KEY ACCOUNTABILITIES:</b>	<ul style="list-style-type: none"><li>• Delivery of solutions-focussed, customer responsive technical building control advice relating to specified systems and the Building Warrant of Fitness (BWOF) regime to all internal and external customers in a timely manner.</li><li>• Deliver solutions focus inspections of premises with a building warrant of fitness to ensure that any immediate danger is identified and mitigated.</li><li>• Issue accurate Compliance Schedules (CS) in conjunction with Code Compliance Certificates when necessary.</li><li>• Amend existing Compliance Schedules as necessary.</li><li>• Receive, review and record all BWOF's, new and renewals.</li><li>• Undertake onsite premise audits to confirm compliance with the Building Act 2004 in accordance with internal policy.</li><li>• Compile easily retrievable and robust records relating to BWOF inspections and maintain relevant data bases.</li><li>• Report any trends or immediate danger to Team Leader and action accordingly.</li><li>• Manage self and organisational risk exposure arising from BWOF inspection activities.</li><li>• Respond to and resolve complaints, including general building complaints in a timely manner.</li><li>• Contribute to external and internal stakeholder engagement in the areas of CS's and BWOF to enhance understanding and maintenance and inspection performance.</li><li>• Provide cover for the Building Compliance Officer – Pools role.</li></ul> <p><b>Note:</b> This list is indicative and not exhaustive. Employees may be required to perform additional responsibilities consistent with the purpose of their role.</p>
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## TE ĀHUA O TE TANGATA - PERSON SPECIFICATION

<p><b>NGĀ MAHI MATUA - FORMAL QUALIFICATIONS:</b> (Ngā matau ā-wheako rānei - Or experience recognised as equivalent)</p>	<p><b>Required:</b></p> <ul style="list-style-type: none"> <li>• Relevant tertiary qualification or extensive industry experience</li> </ul> <p><b>Desirable:</b></p> <ul style="list-style-type: none"> <li>• Able to demonstrate an understanding and working knowledge of the relevant legislation and the Local Government regulatory framework. (Building Act and Building Code, Local Government Act)</li> </ul>
<p><b>NGĀ PŪKENGA - POSITION SPECIFIC COMPETENCIES AND ATTRIBUTES</b></p>	<ul style="list-style-type: none"> <li>• Understanding the need to balance customer satisfaction and sustainable economic development objectives with public safety and expectations, environmental considerations, legislation, and the ability to effectively communicate this to customers.</li> <li>• Highly developed interpersonal communication skills with the ability to communicate effectively.</li> <li>• Commitment to a culture of a cross organisational collective accountability approach to integrated consenting and compliance and monitoring outcomes.</li> <li>• Extensive experience in the area of delivery of building control in an operational council or private sector environment.</li> <li>• Actively support and contribute to the delivery of integrated consenting and compliance functions by providing professional building-related advice and work to the Consents and Compliance Solutions teams.</li> <li>• Undertake building-related tasks requiring technical-level expertise, and also tasks requiring technical judgement and sound decision making; which can include but are not limited to:             <ul style="list-style-type: none"> <li>○ Enquiries.</li> <li>○ Inspecting premises with a BWOFF and issuing of notices in accordance with the New Zealand Building Act 2004.</li> <li>○ Investigate complaints relating to building compliance matters.</li> </ul> </li> <li>• Be responsible and accountable for the delivery of job specific responsibilities in line with the department's programme of work, performing consistently with agreed performance outcomes and outputs.</li> <li>• Ability to work independently as well as collaboratively within an inspirational team</li> <li>• Well-developed interpersonal and relationship engagement skills with a strong demonstration of a customer, key account and solutions focus</li> </ul> <p>An ability to actively facilitate cross organisational and cross functional services and collaboration in a matrix structure</p>