

Tūranga Mahi / Position Description: *Kaihoe Ture – Puna / Building Compliance Officer - Pools*

Nāu te rourou, nāku te rourou ka ora ai te iwi

With your basket of knowledge, and my basket of knowledge, all will be well

Rotorua Lakes Council is one of the largest employers in Rotorua, building a positive future for our district with approximately 70,000 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.

Our people are central to achieving Council's Priorities and providing high quality community services that offer best value for money. And we are committed to building a high performing culture based on our **core values** of being *innovative, helpful, respectful, engaging and inspiring*. In addition to our values, there are **core competencies** required of all Council staff, being:

- **Performance Orientation:** A high performer consistently delivering performance outcomes
- **Solutions Focused:** Committed to customer-centred continuous improvement
- **Teamwork:** Contributes effectively within a team providing leadership where appropriate
- **Relationships:** Well-developed interpersonal, and relationship engagement and management skills
- **Collaboration:** Works collaboratively across teams and functions within a matrix organisation
- **Accountability:** Willingly takes accountability and engage in problem solving
- **Te Ao Maori:** Proficiency in te reo Māori me ōna tikanga appropriate to their role¹.

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.

Our top priority is to ensure the health, safety and wellbeing 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, safety and wellbeing 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 e.g. activities to build bicultural capability, improve health and safety, or promote diversity.

The following pages provide the requirements of your specific position. In addition to these, you are also expected to be proactive in knowing and following Council policies and procedures.

TE ĀHUA O TE MAHI - POSITION SPECIFICATION

¹ This is informed by our Bicultural Competency Framework, and staff are actively supported in gaining competency.

MAHI - POSITION:	Kaihoe Ture – Puna - Building Compliance Officer- Pools
RANGATIRA - REPORTS TO:	Team Leader Building - Inspection
KĀHUI - GROUP:	Planning and Development Solutions, Operations Group
TAUNGA MAHI - LOCATION:	Civic Centre
PŪTAKE - POSITION PURPOSE:	To provide customer solutions focused approach to undertaking pool inspections that satisfies the requirements of the Building Act and to appropriately maintain all records and data bases.
NGĀ MAHI MATUA - KEY ACCOUNTABILITIES:	<ul style="list-style-type: none"> • Delivery of solutions-focussed, customer responsive technical building advice for pool related enquiries. • Deliver solutions focus inspections of existing pools to ensure that any immediate danger is mitigated. • Complete inspections of all pools within a 3 year period. • Work with pool owners in a constructive manner to ensure compliance with the legislation is achieved and maintained • Compile easily retrievable and robust records relating to pool inspections and maintain relevant data bases. • Report any trends or immediate danger to Team Leader. • Manage risk exposure arising from swimming pool inspection activities. • Respond to and resolve complaints relating to swimming pools in a timely manner. • Contribute to external and internal stakeholder engagement in the areas of swimming pools. • Provide cover for the Building Compliance Officer – Building Warrant of Fitness role. • Respond to and resolve complaints, including general building complaints in a timely manner. <p><i>NB: the key accountabilities listed above are not an exhaustive list. You may be expected to undertake additional delegated responsibilities in the course of your employment that are consistent with the purpose of your role.</i></p> <p>There will also be the annual delivery of agreed KPIs.</p>

TE ĀHUA O TE TANGATA - PERSON SPECIFICATION

<p>NGĀ MAHI MATUA - FORMAL QUALIFICATIONS: (Ngā matau ā-wheako rānei - Or experience recognised as equivalent)</p>	<p>Required:</p> <ul style="list-style-type: none"> • Relevant qualification or experience in a building or compliance role <p>Desirable:</p> <ul style="list-style-type: none"> • Able to demonstrate an understanding and working knowledge of the relevant legislation and the regulatory framework.(Building Act, Fencing of Swimming Pools Act, Building Code)
<p>NGĀ PŪKENGA - POSITION SPECIFIC COMPETENCIES AND ATTRIBUTES</p>	<ul style="list-style-type: none"> • 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. • Highly developed interpersonal communication skills with the ability to communicate effectively. • Commitment to a culture of a cross organisational collective accountability approach to integrated consenting and compliance and monitoring outcomes. • Extensive experience in the area of delivery of building control in an operational council or private sector environment. • 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. • 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"> • Enquiries. • Inspecting swimming pools and issuing of notices in accordance with the New Zealand Building Act 2004. • Investigate complaints relating to swimming pools. • Building Warrant of Fitness process when necessary. • Investigate general building complaints when necessary • 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. • Ability to work independently as well as collaboratively within an inspirational team • Well-developed interpersonal and relationship engagement skills with a strong demonstration of a customer, key account and solutions focus • An ability to actively facilitate cross organisational and cross functional services and collaboration in a matrix structure • Demonstrates cultural awareness when interacting with Te Arawa and all Māori stakeholders in the delivery of services.

**NGĀ UARATANGA -
VALUES:**

**Tatou Tatou – We Together
Kotahi Tatou – One Community – One Team**

WHY WE DO IT.....

We believe in empowering our people and providing them with the tools to create value and make a positive difference in their lives and the lives of others

HOW WE DO IT.....

We do this by working in partnership, making it simple and solutions focused

WHAT WE DO.....

We provide quality services for our community and people to prosper

OUR CORE VALUES – PEOPLE FIRST

RESPECTFUL: Integrity, Listening, Pride, Honesty, Empathy, Understanding, Considerate

HELPFUL: Approachable, Supportive, Collaborate, Go the extra mile, Proactive, Friendly, Caring, Guiding

ENGAGING: Communication, Connectivity, Partnership, Working Together, Inclusive, Supportive, Responsive

INSPIRING: Make a difference, Motivated, Take people with you, Encourage, Have pride in your work, Be proactive, Energised

INNOVATIVE: Find solutions, Progressive, Continuous improvement, Empowered

BICULTURAL: Willingness to learn and understand the Māori worldview, consideration, leading by example, sharing experiences