



Tūranga Mahi / Position Description:

Kaihautū Whakawhanake Whare / Manager, Building Services

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 Maori, 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	
MAHI - POSITION:	Kaihautū Whakawhanake Whare - Manager Building Services
RANGATIRA - REPORTS TO:	GM Destination Development
KĀHUI - GROUP:	Destination Development
TAUNGA MAHI - LOCATION:	Civic Centre
PŪTAKE - POSITION PURPOSE:	To provide a customer responsive approach to the cross organisational delivery of integrated building control functions and provide professional and technical leadership to the building related activities across the organisation.
NGĀ WHAKARITENGA - DELEGATIONS	Direct reports: • Team Leader Building – Inspection (8 staff) • Team Leader Building – Processing (3 staff) • Team Leader Business Support – processing/LIMs (11 staff)
HONONGA WAIWAI – KEY RELATIONSHIPS: Rāroto - Internal	• Mayor and Elected Members • Te Tatau o te Arawa • CE's Group • Manahautū Te Arawa Partnership • Destination Development • Organisational Performance & Innovation • Infrastructure & Assets • Chief Financial Officer • People & Culture • Community Experience
HONONGA WAIWAI – KEY RELATIONSHIPS: Rāwaho - External	• Council stakeholders • Contracted service providers • Technical professionals in your field • Consultants and Contractors • Auditors • Mana whenua • Neighbouring local authorities • Mayor and Elected Counsellors • Local Government New Zealand (LGNZ) • Media and professional groups
HONONGA WAIWAI – KEY RELATIONSHIPS: Rāwaho - External	• Regional Council • Chamber of Commerce • Te Arawa Entities • Rotorua Community & Partnership • Police • Māori Wardens • Neighbourhood support

NGĀ MAHI MATUA - KEY ACCOUNTABILITIES:	• Manage the delivery of solutions-focussed, customer responsive, and technical building consent / control advice to support the delivery of consenting services. • Partner with GM Destination and Manager Consenting Services in the development a culture of a cross organisational collective accountability approach to integrated consenting outcomes including technical resource allocation. • Manage the provision of building related integrated consenting customer focussed 'pre-consent lodgement' service process. • Direct the provision of technical building control and Building Consent Authority Accreditation (BCA) advice across all integrated consenting and compliance activities. • Manage proactive performance improvement and resolution management. • Govern the Building Control/BCA input into the management of quality assurance and risk exposure arising from consenting and compliance activities, including ensuring compliance with relevant legislation input into LIMs and PIMs and in the Building Control /BCA related processes. • Responsible for advising the GM Destination Development and relevant RLC management on the requirements for maintaining BCA accreditation, including liaison with IANZ. • Lead external stakeholder engagement in the areas of building consenting and inspection/compliance. • Lead external relationships with IANZ, MBIE and other statutory or professional bodies. • Manage the response to Earthquake prone buildings • Manage input into the development of Building related policy by ensuring a strong functional relationship with the Policy team. • Contribute to regional initiatives in developing shared building control services. • Mentor and develop staff to ensure ongoing competency and leadership growth within the team. • Service as quality manager for BCA accreditation, ensuring continuous compliance and excellence. • All employees are responsible and accountable for compliance with Safety & Wellbeing policies and procedures documented in the Safety & Wellbeing Manual.
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NGĀ MAHI MATUA - KEY ACCOUNTABILITIES:	• Navigate and manage significant legislative, judicial, and regulatory processes, including oversight of substantial financial risks and liabilities amounting to millions of dollars. <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> There will also be the annual delivery of agreed KPIs.
TE ĀHUA O TE TANGATA - PERSON SPECIFICATION	
NGĀ MAHI MATUA - FORMAL QUALIFICATIONS: (Ngā matau ā-wheako rānei - Or experience recognised as equivalent)	Required • Relevant tertiary qualification or experience in Building control/consenting or related field • Minimum of 5 years' experience in the area of delivery of building control/consenting functions in an operational council or private sector environment. Desirable • Able to demonstrate a senior level of understanding and working knowledge of the relevant legislation and the Local Government regulatory framework (Building Act, Building Consent Authority Accreditation Regulations, Fencing of Swimming Pools Act, Local Government Act, Building Code, Building control related Regulations) • Able to demonstrate senior levels of understanding of the building control/consenting services. • Has demonstrated applied technical leadership at a strategic and operational level.
NGĀ PŪKENGA - POSITION SPECIFIC COMPETENCIES AND ATTRIBUTES	• Understanding of the conduct of relevant statutory procedures. • Understanding the need to balance customer satisfaction and sustainable economic development objectives with public expectations, public safety, 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 compliance and monitoring outcomes. • Experience in the conduct of statutory processes related to the Building Act and/or BCA functions.

NGĀ PŪKENGĀ - POSITION SPECIFIC COMPETENCIES AND ATTRIBUTES	• Demonstrated strategic and innovative thinking and planning abilities, balanced with pragmatism and an ability to respond to ambiguity • Proven ability to work as part of an inspired team and provide leadership and development for team members • Well-developed interpersonal and relationship engagement and management skills • A history of being a high performer who consistently delivers agreed performance outcomes and outputs • An ability to actively facilitate cross organisational and cross functional services and collaboration in a matrix structure • Strong demonstration of a customer, key account and solutions focus • Proactive engagement and acceptance of accountability and problem solving • Demonstrated ability to provide strategic leadership and direction across complex, multi-disciplinary teams and projects. •
NGĀ MĀTĀPONO: VALUES	Tai Kawenga – The Flowing Tide Tai means tide or current Kawenga refers to values - Those things we carry inside us, and those things that carry us - in our day-to-day lives. Those principles that we value are the ones we take with us. Purpose Speaks to why we exist and it is expressed through three ideas that reflect our vision 😊 Customer focused 🤝 Community driven 🧡 People at the heart Promise 🤝 What we commit to delivering, every day Practices 😊 How we behave Principles 🌸 The values we believe in and stand by: Stronger together - Lead with integrity - Challenge and innovate - Steward our future