

Palmerston North City Council Job Profile



Position Title	Quality Assurance Technical Officer
Reporting to	Head of Building Services
Unit	Customer
Date last updated	June 2019

Values

We are committed to fostering an environment where our values of Trust, Worth, Service, and Transformation form the cornerstones of our interactions with each other and the city we serve. We believe it is essential to treat each other with respect and dignity, take responsibility for own actions, and have a positive, friendly, and professional approach.

Context

The Building Services Division (approximately 30 people) is tasked with ensuring the appropriate statutory requirements are met through the processing of building consent applications, undertaking building, plumbing and drainage inspections, ensuring compliance with the Building Act (2004), and providing advisory services. The division is also contracted to provide building services on behalf of the Manawatu District Council at its Feilding Office.

Main Purpose

The Quality Assurance Technical Officer is primarily responsible for ensuring compliance with the Building Code and Building Act in terms of the BCA Accreditation Regulations. The role's main purpose is to ensure that the integrity of technical aspects of the Building Services work is maintained within the Quality Assurance requirements of the BCA Accreditation Regulations, and that staff are kept up to date in line with those requirements.

Key Areas of Responsibility

- Review documentation submitted for Building Consents, inspections and certifying building work in line with relevant Building legislation to ensure that work complies with Council and Statutory guidelines endeavouring to make sure that risk and potential liability to Council is reduced, and to maintain requirements of BCA Accreditation.
- Co-ordinate and schedule coaching and mentoring of staff on all building technical issues via training needs identified by mentoring staff.
- Maintain a high working knowledge of changes to legislation, codes of practice, and other relevant information to ensure any gaps for training are identified
- Ensure Quality Management procedures are followed by all staff in relation to technical decision making
- Co-ordinate all staff technical reviews and competency assessments to ensure adequate frequency is maintained for BCA Accreditation.

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Please note: Key areas of responsibility are likely to develop and change over the course of an employee's tenure at Council as the employee grows in skills and competencies. These key tasks and areas of responsibility are not an exhaustive list, nor will they remain static. The annual Performance, Planning and Evaluation (PPE) will supersede this job description. In addition, employees may be asked to do tasks outside of this description as and when required.

Risk Management accountabilities for all employees

- **Council Policies and Procedures:** Ensure self and team comply with applicable council policies and procedures.
- **Environmental:** Reduce environmental impacts that may arise from work. All activities and communications must be conducted in accordance with applicable environmental laws and council policies. Promote the proactive management of environmental issues associated with conducting business.
- **Health & Safety:** Comply with Health and Safety obligations (e.g. observe and practice safe work methods, ensure your own safety and that of others, report any hazards or potential hazards immediately, use protective equipment and wear protective clothing provided where appropriate, only operate equipment that you have the necessary license and skills to operate, make unsafe situations safe or report unsafe working conditions to your supervisor, report all accidents including near misses promptly)
- **Employment Legislation:** Comply in full with employment legislation and adherence to applicable policies in the areas of employment, EEO and recruitment.

Key Relationships

Internal:

- Building Services
- Support Services
- Records

External:

- Customers
- Contractors

Typical knowledge, skills, and attributes:

Knowledge (qualifications and experience)

- Formal building related qualification (e.g. Trade Certificate in Building, Plumbing, or similar) is essential.
- An appropriate tertiary qualification that meets the requirements of the Building (Accreditation of Building Consent Authorities) Regulations 2006 is essential
- Experience, and certified competent, in processing / inspecting up to at least C2 Building Consents / work is desirable
- Full, clean, NZ Drivers Licence is essential
- Excellent understanding of relevant Building Statutes, Codes, and Standards and their practical application

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- Experience in a building (or building related) trade

Skills and Attributes

- Proactive and responsive customer service attitude with a focus on keeping the customer informed of options and progress throughout the process
- High degree of initiative with the ability to work autonomously with minimal supervision
- Ability to build and maintain strong relationships with key stakeholders
- Excellent attention to detail with the ability to maintain full and accurate records
- Ability to communicate with a wide range of people from varying backgrounds in an effective, sensitive and professional manner (written, over the phone, and face to face)
- Excellent time management and organisation skills
- Ability to work to time frames and/or under pressure whilst maintaining professionalism (both in manner and delivery of work)
- Ability to be flexible in re-prioritising and re-organising work accordingly
- High degree of integrity with the ability to maintain strict confidence especially when dealing with sensitive and confidential information.
- Computer literate – including ability to use Microsoft Office
- Reasonable level of fitness required (may need to walk around building sites, climb ladders, and manoeuvre in small spaces when inspecting).
- Team player
- Has the ability to pick up processes quickly and to follow those processes in a systematic and logical manner
- Ability to deal effectively with conflict situations

Remuneration

- This role is graded at **GP6** on the Council's remuneration system, i.e. between **\$65,636** (85%) and **\$77,219** (100%) depending on the Manager's assessment of the skills/experience of the jobholder and any other relevant factors.
- In addition, a benefit entitlement of **3.0%** of base salary is available.

Other

The position may be called to work outside normal working hours in the event of a Civil Defence emergency or exercise. The job holder will be expected to participate fully in training provided for this and any other Unit activities.

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Competencies

Core	
Service	<ul style="list-style-type: none"> ▪ Recognises the diversity of customers, and adapts approach and style to meet their needs ▪ Offers customers a range of solutions to problems ▪ Demonstrates commitment to delivery of agreed solutions ▪ Delivers and follows up on solutions ▪ Seeks and gives feedback from customers ▪ Looks for where improvements can be made to systems and processes
Communication	<ul style="list-style-type: none"> ▪ Clearly communicates messages in a clear and concise manner ▪ Uses the most effective method and style of communication for the target group and the situation ▪ Uses active listening techniques including reflection and paraphrasing ▪ Shares ideas appropriately ▪ Recognises and minimises barriers to communication
Business ethics	<ul style="list-style-type: none"> ▪ Demonstrates integrity, honesty, and commitment ▪ Acts ethically in all dealings ▪ Is equitable and ethical in the treatment of others ▪ Is prudent in financial dealings
Information Technology	<ul style="list-style-type: none"> ▪ Has an appropriate level of skill in computer software relevant to the requirements of the role. Is confident to try new software ▪ Looks for ways to improve efficiency through the use of technology - takes advantage of technology to achieve goals
Health & Safety	<ul style="list-style-type: none"> ▪ Proactively seeks and provides input into health and safety improvements in their work environment ▪ Promotes and participates in a healthy and safe work culture ▪ Keeps up to date with health and safety legislation and regulations relevant to the work they carry out
Role specific	
Project Leadership	Has buy-in and commitment to the vision. Has the drive to ensure that goals and projects are completed on time and to agreed standards. Models expected behaviours. Motivates and empowers staff to achieve goals and succeed. Monitors progress towards goals and takes appropriate corrective action. Actively uses empathy, emotional intelligence, self-awareness and control to manage staff, and to achieve desired outcomes.
Relationship Building	Able to build and maintain strong networks both internally and externally. Has an understanding of stakeholders' needs and the drive to deliver on commitments. Has understanding of underlying drivers at the group and individual level, and the impacts of diversity. Able to deal with and resolve conflict. Delivers on commitments. Able to develop a climate of trust with staff and stakeholders.
Organisation Achievement	Pro-actively plans work cycles and identifies required resources and deliverables while utilising resources in the most effective and efficient way. Ensures that planning and action is aligned with the vision and direction of the organisation. Reports regularly on progress.
Team Work	Able to develop both horizontal and vertical high performing teams. Is an active and contributing team player in the unit and divisional management team. Develops a strong team based culture. Establishes and models the standard for teams and teamwork. Understands team dynamics and is able to use these in building and developing teams.
Coaching and Mentoring	Takes opportunities for professional development. Actively seeks skills to coach and mentor staff. Ensures knowledge is passed on in a structured way to achieve the maximum benefit. Checks progress of those that they are coaching and mentoring.

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Professional Skills	Developed a body of professional knowledge reflected by an appropriate tertiary qualification and/or equivalent experience. Knowledge base is current and regularly updated and extended. Allocates and manages resources within area of expertise.
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