

JOB DESCRIPTION

POSITION TITLE:	Compliance Officer
UNIT:	Environmental Services Department
RESPONSIBLE TO:	Compliance Manager
TENURE:	Permanent, fulltime

DEPARTMENTAL SUMMARY

This position sits within the Environmental Services department. Environmental Services comprises three functional teams; Building, Planning and Compliance (which includes Bylaws, Monitoring, Environmental Health and Animal Control).

Although part of the compliance team, this position will have a functional focus on Building Act related matters.

PURPOSE OF POSITION

1. To ensure that Grey District Council meets its statutory obligations in terms of administering the following:
 - Building Act
 - Fencing of Swimming Pools Act
2. To manage the administration and inspection processes associated with:
 - Building Warrants of Fitness
 - Overdue Buildings Consents
 - Compliance Schedules
 - Swimming Pools
3. To provide land and building owners, tradespeople and members of the public with quality advice on matters listed in 1. above.
4. To contribute to Grey District Council's accreditation and operation as a building consent authority.
5. To contribute to the overall operations of the Environmental Services department and its compliance function.

RESPONSIBILITIES

KEY TASKS	EXPECTED OUTCOMES	FEEDBACK TOOLS
1. Customer Service		
Provide advice and answer questions to members of the public about the statutory requirements administered by the department.	Enquirers receive high quality advice, delivered in a friendly, timely and courteous manner. Constructive working relationships with local residents, ratepayers and trades people are developed and maintained.	Customer satisfaction
Assist in the development of public education material.	People within the District understand the statutory requirements administered and enforced by the department and the reasons for these.	Customer satisfaction. Reduced repeat enquiries.
2. Compliance Schedules and Building Warrants of Fitness		
Maintain the Compliance Schedule/BWOF database.	Database holding compliance schedules and BWOF information is kept up to date.	
Manage the annual BWOF renewal review for the District including: <ul style="list-style-type: none"> • Sending out reminder notices. • Following up on non-responses • Checking BWOF certificate and supporting documentation against compliance schedules and existing building consents. • Following up on missing information or recommendations. • Liaising with the Senior Building Officer about any enforcement action required for non compliance. 	Owners are reminded of BWOF expiry dates and are familiar with their obligations. All buildings with a compliance schedule have a current BWOF or appropriate enforcement action is being taken against the building owner.	BWOF database. Monthly performance reports to Council.

KEY TASKS	EXPECTED OUTCOMES	FEEDBACK TOOLS
Arranging annual audit of a specified number of District BWOFs	Annual audit of BWOFs undertaken. All non compliances receive the appropriate enforcement action.	Report from external auditor. Administration error rate from audit <2%.
3. Fencing of Swimming Pools		
Manage the processes required to schedule and undertake regular inspections of District swimming pool fencing: <ul style="list-style-type: none"> • Scheduling inspections and advising owners. • Undertaking the majority of pool inspections. • Advising owners of remedial action required. • Undertaking revisits as necessary. 	All swimming pools in the District have their fencing inspected at least every three years. The swimming pools database is kept up to date at all times. Non compliance issues are either addressed or enforcement action undertaken.	Swimming pool database. Monthly performance reports to Council.
4. Assistance with other Compliance Functions		
When required assist the Compliance Manager and Animal Control Officer to enforce RMA, Bylaw and Dog Control Act: Can include overtime for weekend/callout cover for Animal Control (subject to negotiation) and skills of job holder.	Animal Control responsibilities are met when primary officer is on leave.	Monthly performance reports to Council. Weekly timesheets (weekend roster).
8. Policy & Process Development		
Participate in the continuous improvement of departmental systems and processes.	GDC systems and processes are regularly updated to meet new and changing requirements – from customers, staff, legislation etc.	Quality management process
Participate in the development of processes and documentation to support Grey District's application for building consent authority status.	GDC maintains BCA accreditation.	BCA accreditation process.

KEY TASKS	EXPECTED OUTCOMES	FEEDBACK TOOLS
Liaise with colleagues from agencies and other TLAs about key local developments and incidents.	There is a sharing of information and experience within the industry from which everyone can learn.	
9. Team & Personal Development		
Participate in team meetings and activities (both building team and Environmental Services department team).	Creative solutions for team development issues. Problems within the team are resolved amicably and within the team.	Team briefs. Team feedback.
Provide colleagues with support and assistance as needed. This may require assisting with the administration or enforcement of other legislation and/or bylaws which lie within the responsibilities of the Environmental Services department.	Colleagues under stress receive assistance. The department meets its statutory processing obligations.	Team feedback.
Actively seek out opportunities to update and extend knowledge and skills.	Knowledge of legislation, technology and products used in the building industry is kept up to date. Suitable training courses are identified to Manager and included in annual performance objectives.	Departmental skills matrix. Performance objectives.
Contribute to the training and cross-training of colleagues as appropriate and to the induction and orientation of new staff.	Existing staff expand skill sets by learning from each other. New staff are welcomed into the team and become productive quickly.	Departmental skills matrix. New staff productivity levels.
Comply with Council policies and processes, especially with respect to: <ul style="list-style-type: none"> • Health and Safety • Email use • Vehicle Usage • Performance Appraisal 	Policies and processes are complied with.	Performance appraisal feedback

FUNCTIONAL RELATIONSHIPS

Internal:

- Compliance Manager
- Senior Building Inspector
- Other building team members
- Animal Control Officer
- Customer Services Officers
- Other Environmental Services department staff
- Other departments of Council
- Environmental Services Manager

External:

- Homeowners/landowners
- Commercial Building Owners/Occupiers
- Other agencies, (i.e. Department of Building & Housing, IQPs)
- Ratepayers and residents of Grey District
- Other Territorial Authorities
- Building Designers

PERFORMANCE STANDARDS

Measure	Role
Delivering Organisational Objectives	Strong input into overall service delivery for organisation, always seeking win win solutions within legislative framework.
Problem Complexity	<p>Technical complexity in specific areas of building and associated systems (fire, specified systems etc).</p> <p>Good analytical and problem solving skills for dealing with complex enforcement matters.</p> <p>Understanding the proper function and application of legislative tools.</p>
Breadth of Functions and Activities	<p>Role covers:</p> <ul style="list-style-type: none"> • Customer service • Building consent compliance • Administration of Compliance Schedules and BWOFs • Assistance with other compliance functions
Supervision and Management Responsibility	<p>No line management responsibilities.</p> <p>Management of specific compliance processes relating to the Building Act 2004.</p> <p>Personal time and workload management.</p>
Impact of Interpersonal Skills	<p>Strong communicative and persuasive skills required to get building owners, consultants, residents etc to comply with legislative requirements.</p> <p>Must be able to explain technical or legislative concepts to non-technical customers.</p> <p>Dealing with members of the public in person, by phone and in writing on a daily basis.</p> <p>Good teamwork and close liaison with Building Consents and Compliance team.</p>

Skills and Experience Required	Building Act (trades or administration) knowledge and experience desirable (although can be trained). Broad knowledge of variety of legislative and bylaw provisions desirable. Experience of compliance and enforcement desirable. Strong time management skills essential. Meticulous attention to detail essential. Good computer skills. Good communication skills – written & oral – preparing reports and correspondence. Investigative skills. Full driver's licence.
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REMUNERATION AND BENEFITS PACKAGE

The role has a remuneration package which comprises:

- Competitive salary with stepped progression
- Plus 5% contribution to superannuation.
- Reimbursement of two sets of professional association fees.
- Contribution to removal expenses may be negotiated for appointees moving households to the West Coast.
- Flexible working hours.
- Training plan fully funded to meet development requirements.
- Subject to negotiation and only with agreement of the jobholder, overtime for other compliance duties covering weekends.