

Your Position

Your job	Team Leader Business Support (Building Assurance) Kaiārahi Rōpū Tautoko Pakihi (Whakaū Hanga Whare)
Your group	Policy, Planning & Regulatory Services
Your team	Building Assurance
Your manager	Manager Building Assurance, Leonie McPhail
Your base	Porirua

What's most important to us

Porirua City is our place. A great place to live, work and raise a family. We want everyone to feel welcome, whether they are visiting, living or working here.

Our strategic priorities are to:

- Commit to the health of Te Awarua-o-Porirua Harbour and its catchment through investment, advocacy and regulation
- Build towards a low carbon city and proactively address the challenges of climate change
- Create thriving communities where everyone can be safe and healthy – at home, work or play
- Keep tamariki and rangatahi at the heart of our city

How we work together:

- Whakakotahi - Team up
Mā te mahi tahi e puta ai he hua ki tō tātou hapori
Together we make a difference for our community
- Mahi Atamai - Work smart
Ka whakapātari i a tātou anō kia pai ake ai ngā hua
We challenge ourselves to do things better
- Whakatinanatia - Make it happen
Mā te whakapeto ngoi, me ngā pūkenga e tutuki ai ngā whāinga
We use our energy to get things done

Your team's purpose

Policy, Planning & Regulatory Service's purpose is to:

- Develop, prepare and oversee policy, plans and strategies relating to social, economic, environmental, infrastructure, climate and regulatory services issues (including resource management, climate and District Planning policy);
- Lead the corporate planning processes including the Long-term Plan and Annual Plan; Deliver the regulatory functions and monitoring / enforcement services in relation to District Plan development control, building control, environmental control and animal control.
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- The Climate and Environmental Planning team's vision is to contribute to a resilient and inviting city that enables our communities to thrive.

Your purpose

The Team Leader Business Support (Building Assurance) role is to:

- Lead a team to deliver high quality administrative support to the Building Assurance and Resource Consents teams.
- Lead a team to provide quality customer and information services
- Ensure the systems, processes and training used by the team are efficient, fit for purpose and support the staff to deliver timely and good quality services to our customers
- Ensure the customer voice is listened too, understood, and acted on in a timely manner.

Who you'll be working with

Your direct reports	<ul style="list-style-type: none">• Business Support Officer (Building Assurance) x 3• LIM Officer• Information Support Officer
Your indirect reports	<ul style="list-style-type: none">• N/A
External people and groups	<ul style="list-style-type: none">• Members of the public and community organisations• Government, public organisations and business• Other local authorities• Contractors, consultants and suppliers
Internal people and groups	<ul style="list-style-type: none">• Executive Leadership Team, managers and staff at all levels of the organisation

Your responsibilities

What you'll do	How you'll do it
Leadership and Management	<ul style="list-style-type: none"> • Lead a team to achieve results and provide a customer focused service by setting performance expectations, providing guidance and development, monitoring individual and team performance, and providing constructive feedback/support when required • Manage resource requirements and workflow to ensure key performance targets and legislative timeframes are met • Ensure staff are trained and equipped to provide high quality, technically correct and customer focused support • Provide effective and efficient operational management of business support activities • Actively participate as a member of the regulatory leadership team • Contribute to the development of plans and budgets for the team and functions they perform • Work with the other Building Assurance and Resource Consent & Monitoring leaders to ensure they are getting the service they require from Business Support.
Operational Delivery	<ul style="list-style-type: none"> • Lead the identification of customer service enhancements and efficiencies and coordinate the implementation of improvements, including improvements in technology, processes and capability • Maintain knowledge of applications used by Building Assurance and Resource Consents & Monitoring as the subject matter expert and undertake application testing when required • Work with the Business Technology Group to identify key business support improvements and implement accordingly • Prepare and present performance reporting and other measures, as required by the General Manager PPRS, Manager Building Assurance and Manager Resource Consents & Monitoring • Regularly assess systems and processes to ensure they are meeting customer needs • Manage and maintain financial administration, EPO's and invoicing systems • Investigate and manage customer issues and complaints to resolution and/or provide support to Building Assurance, Resource Consents and Monitoring colleagues and the General Manager PPRS to resolve issues • Carry out customer service and general administrative duties to support the delivery of the work of the Business Support team, as required • Ensure the annual work plan targets are SMART and actioned accordingly • Provide advice and information when requested or required, including reporting against deliverables • Take a lead in the office appearance, housekeeping and all health and safety requirements • Arrange, coordinate, or participate in training, special projects, working groups or committees, as required.

Relationship Management	<ul style="list-style-type: none"> • Establish and maintain relationships with key stakeholders and business and industry groups • Establish and maintain close working relationships with internal and external stakeholders, ensuring that relationships with key stakeholders are professional, positive and constructive
Corporate Responsibilities	<ul style="list-style-type: none"> • Build commitment of our vision, strategic directions, values and services • Willingly undertake any duty required within the context of the position • Adhere to our Code of Conduct • Undertake civil defence and emergency management tasks as directed including participation in pre-event training and rostered duties during an emergency event

Your skills, experience and qualifications

It's essential that you have:	<ul style="list-style-type: none"> • Proven operational team leadership or management experience within a business support environment • Natural customer facing abilities. Can easily apply the lens of the customer to Councils services • Experience implementing process and technology change to ensure customers have the best possible experience • Strong planning and prioritising skills • Good understanding of financial transactions and invoicing • Excellent interpersonal and communication skills and the ability to establish and build upon working relationships effectively • Good computer skills in the standard office applications, including a good level of knowledge of excel • Understanding and commitment to bicultural and Treaty of Waitangi issues • Understanding and commitment to equal employment opportunities • Understanding and commitment to health and safety in the workplace
It'd be great if you also have:	<ul style="list-style-type: none"> • Good understanding of the building consent and resource consent process • Good understanding of Land Information Memorandum reports and the Local Government Official Information and Meetings Act 1987 • Knowledge of Local and/or Central Government and a working understanding of the Building Act 2004 and Resource Management Act 1991 • Previous experience working in a regulatory environment • Relevant tertiary qualification in Business

Last updated November 2024



Porirua City Council supports an inclusive and welcoming environment and is a member of Diversity Works.