

Management Structure

On 28 April 2014 the Building Control department significantly changed the management team structure of the department following a comprehensive review of the original structure and how it supported the delivery of good customer service.

Following workshops with staff and customers, it was apparent that changes were needed in the way we were organised to improve on the following aspects:

- Consistency and certainty
- Communication
- Decision making and accountability
- Resourcing and expertise
- Staff support, development and engagement
- Business development

The new structure moved away from geographical management team structure to a functional structure to achieve regional consistency and more effective lines of communication whilst still maintaining a strong leadership in all of our area offices.

There are now seven functional management teams with the following accountabilities:

- *Processing* - a collaboration of all residential and commercial teams across the region under one functional management stream.
- *Inspections* – a functional stream of all inspection and CCC teams separated into two area streams and a compliance stream consisting of swimming pools, compliance and BWOFF.
- *Claims* - a regionally based team that is responsible for all weather tightness claims across the region as well as incorporating the reclad and durability processing and inspection teams to allow for a seamless working relationship.
- *Policy* – a regional policy team that incorporates all policy, training and quality assurance activities as well as developing a dedicated team to deal with all seismic performance building projects.
- *Building Support Administration* – a regional team of all administration related activities for building control to promote an efficient and consistent approach across all sectors of business e.g. Info Line, inspection bookings, complaints and building support.
- *Manukau Building Consultants* – building consent processing and inspection services in the Manukau area under the Southern Provider model (status quo)
- *Business and Customer Support* – corporate support, including process and system improvements, customer service insights, financial and business planning and management (status quo).