



# Invercargill City Council – Team Leader – Consenting and Applications

## Position Description and Additional Information

December 2025

## Team Leader – Consenting and Applications

- Lead and empower a talented team
- Drive innovation and process improvement
- Contribute to sustainable development and exceptional customer experiences

## About the organisation

Invercargill City Council is shaping the future of New Zealand's southernmost city — a place known for its commitment to community, resilience, and ambition. The Council plays a critical role in enabling sustainable development, providing excellent customer service, and fostering a thriving community where people want to live, work, and invest. With a culture built on Responsibility, Respect, Positivity, and Going Above and Beyond, ICC empowers its people to make a genuine impact while working in a supportive, forward-thinking environment.

Are you looking for a role where you affect positive change and add value to a high performing operation?

## About the role

The Team Leader – Consenting and Applications is a newly created role, combining Building and Planning consenting and application processes under one team within the Consenting and Environment Group. Responsible for managing the day-to-day operations, this role will lead and develop a team dedicated to delivering high-quality building and resource consenting services. This key position ensures that all consenting activities are compliant, meet accreditation standards; are efficient, customer-focused, and support Invercargill's sustainable growth and development.

In this role, the Team Leader will:

- Lead, coach, and inspire a team of consenting professionals.
- Oversee the efficient processing of building and planning applications, contract management, and maintaining a strong emphasis on customer experience.
- Provide technical oversight and guidance to ensure decisions are robust, consistent, and aligned with the Building Act, RMA, and related regulations.
- Support the maintenance of Council's BCA accreditation.
- Contribute to strategy and policy for the Consenting and Environment team.
- Build strong relationships with internal teams, contractors, and external stakeholders, ensuring alignment, accountability, and shared success.

This is a hands-on leadership opportunity for someone who enjoys balancing operational excellence with people development and strategic contribution. You will be joining an organisation that values initiative, collaboration, and continuous growth - both for its people and the wider community.

## About you

You will be an experienced consenting professional with proven leadership capability and a passion for delivering great outcomes for both people and place. With at least five years' experience in building or resource consenting within a New Zealand local government or regulatory context, you will bring a technical understanding and sound judgment to complex issues.

If your focus has been solely in one area of consenting, this presents a unique opportunity to be fully supported in developing your skill set in either the building or planning environments.

You'll be a confident communicator and relationship builder - someone who can lead a team with empathy, clarity, and purpose. Bringing a tertiary qualification in building control, planning, resource management, or a related discipline, you may also possess a professional membership with BOINZ or NZPI.

This is an excellent opportunity for a motivated leader who wants to further develop their skill set, influence positive change, drive service excellence, and help shape the future of Invercargill. Relocation assistance is offered for those relocating.

## How to apply

To read the position description or to apply, visit Decipher Group at <https://deciphergroup.co.nz/jobs/team-leader-consenting-and-applications/>

To discover more about Invercargill City Council, visit <https://www.icc.govt.nz/>

For a confidential discussion about the role; contact Lisa Edwards on 021 240 4410, or [lisa@deciphergroup.co.nz](mailto:lisa@deciphergroup.co.nz)

We encourage you to express your interest earlier as we will be actively screening upon application.

Please do not email us your CV and Cover Letter. Please use the *Apply Now* link on our website.

**decipher**

www.deciphergroup.co.nz  
Decipher Group  
Level 4, 151 Cambridge Terrace  
Christchurch

**Lisa**

Relationship focused  
Evaluative  
Interested  
Driven

## Our process



### **OUTREACH AND ADVERTISING** | Applications close Late January 2026

Potential candidates identified through targeted search; applications reviewed and responded to.



### **APPLICANT SCREENING** | January 2026

Initial screening of applications as they are received. This may include a discussion with candidates about their motivations for applying. We aim to run a timely and efficient process.



### **SELECTING AND SHORTLISTING** | January 2026

Once the role has closed our team will present the most qualified candidates to the client. Within this period, all applicants will receive notification of the status of their application.



### **CANDIDATE INTERVIEWS** | January 2026

Decipher Group prioritises a robust and consistent interview framework, based on a behavioural and competency-based assessment. Candidates will be advised of the interview structure and who will be present on the panel. All interviewed candidates will receive prompt feedback and will be advised of next steps once we have debriefed with the interview panel.



### **VETTING AND DUE DILIGENCE** | February 2026

We conduct thorough background checks and referencing to further assess competencies of preferred candidate/s. Decipher Group utilises a third-party provider for pre-employment and probity checks such as criminal history, qualification, employment history and bankruptcy. Our team will notify you in advance prior to us contacting your referees. Throughout the entire process, candidate confidentiality and privacy remain an absolute priority.



### **DECISION AND ONBOARDING** | February 2026

Following a rigorous evaluation, a conditional offer of employment will be made, subject to the completion of the above stage. Our team will communicate regularly with both the client and the successful candidate during this period. At the conclusion of the recruitment process, all remaining candidates will be notified, with the opportunity for feedback.

## Position Description

<b>Position Title:</b>	<b>Team Leader – Consenting and Applications</b>
<b>Reports To:</b>	Manager – Consenting and Applications
<b>Responsible For:</b>	5 Direct reports plus Indirect Contractors
<b>Group and Team:</b>	Consenting and Environment – Consenting and Applications
<b>Children’s Worker:</b>	No
<b>Delegations and Budget Responsibilities:</b>	As per Delegations Register

### Purpose

To lead and manage the day-to-day operations of the consenting and applications team, ensuring compliance with the Building Act, Resource Management Act (RMA), and other relevant legislation. Oversee efficient consent processing and high-quality customer service, supporting sustainable development and regulatory compliance. Foster a collaborative team culture, drive continuous improvement, and engage with stakeholders to enhance service delivery.

### Key Relationships

#### External to Council

- Clients/public.
- Community groups and organisations.
- Other local and regional authorities.
- Outside agencies including Government departments.
- Professional organisations.

#### Within Council

- Other team members in your Department/Group.
- Other Invercargill City Council employees.
- Elected Representatives.
- Executive Leadership Team.

### Our Compass Values and Behaviours

#### Responsibility

**Take ownership of decisions and outcomes, both collectively and individually.**

- We willingly share our knowledge.
- We acknowledge our mistakes, work to resolve them and learn from them.
- We give and receive feedback in a constructive manner to resolve issues.
- We do our job with total commitment.

#### Respect

**Everyone is important, as are their views.**

- We support and care for each other.
- We stop to listen, learn and understand.
- We communicate in an honest, up-front, and considerate manner.
- We maintain confidences and avoid hurtful gossip.

#### Above and Beyond

**Take opportunities to go the extra mile.**

- We take the initiative to improve our work practices to get the best result.
- We challenge ourselves and each other to make it better.
- We take pride in providing the best possible outcomes.
- We are ambassadors for our Council at all times.

#### Positivity

**Always look on the bright side of life.**

- We are approachable, interested and friendly.
- We are open and receptive to change.
- We acknowledge and praise the efforts of others.
- We work together as a team to get the job done.

## What You Will Do *(provided as a guide only)*

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### Leadership

- Lead, coach and motivate team members, promoting employee engagement with constructive feedback, openness, acknowledgement and trust.
- Encourage a workplace culture of shared ideas, problem solving and mutual support within and across teams that empowers others to achieve results that are responsive, business like, well planned, safe and successful.
- Create a team culture, supported by processes and practice, that views health, safety and wellbeing as a critical element of business as usual.
- Supervise team member performance and ensure the effective delegation of work tasks.
- Work alongside management to ensure that the annual performance development is carried out in accordance with Council's Performance and Remuneration Framework.
- Promptly raise concerns relating to the performance of team members with management so that an appropriate support/development plan can be put in place.
- Alongside management, work within the financial activities and budgets under your control in accordance with Council guidelines, timelines and delegated responsibilities.

### Strategic Direction and Collective Leadership

- Ensure team members are well connected to ICC's overall strategic direction, and understand how they contribute to that direction.
- Lead, foster and role model behaviours that positively contribute to:
  - A collaborative and positive team culture for Consenting and Environment
  - A coordinated and cross-departmental approach to service delivery and decision making
- Lead, support and contribute to high-performance service delivery model with the following focus areas:
  - The customer is at the centre of everything we do
  - Effective, efficient ways of working that deliver great outcomes
  - Sector-leading innovation
  - Pragmatic decision-making, with the confidence to balance risk across customer outcomes, legislation and regulatory requirements
  - An enabling approach to sustainable development
- Support and contribute to the alignment of team activities with organisational goals and strategic priorities.
- Stay informed of legislative changes, case law, and industry trends to ensure Council practices remain current and compliant.
- Contribute to operational planning discussions, providing insights into team performance, challenges, and opportunities for improvement.

### Consenting and Application Oversight and Excellence

- Ensure efficient processing of building and planning consent applications, meeting statutory timeframes and quality expectations, and ensuring a core focus on customer service delivery.
- Maintain consistency in policies and processes across the team to reduce errors and discrepancies and support high-quality outcomes.
- Oversee workflow management for resource and building consents, ensuring applications are vetted, processed, and decided efficiently.
- Ensure there is an efficient process for allocating applications and ensuring that decisions are appropriately arrived at. Decisions should be approved at a level appropriate to their risk/profile.
- Act as the first point of escalation for operational queries, offering practical solutions and clear direction while ensuring consistency in decision-making.



- Contribute to and support the BCA accreditation process by actively providing input, maintaining compliance with accreditation standards, and collaborating effectively to maintain accreditation.
- Address compliance risks proactively, providing recommendations to improve processes and mitigate potential issues.
- Ensure audit findings (internal and external) are actioned and integrated into team practices to support continuous improvement.
- Complete regular status reports (monthly, quarterly and/or annually) that outline the team's performance in the achievement of outcomes, or Council objectives. Reports may be required for Council or relevant government or non-government agencies.
- Participate in discussions on the long-term delivery of building regulatory services for Council.
- Oversee the processing and coordination of PIM applications and reports ensuring the information contained within each is accurate, professional, comprehensive and meets the statutory requirements.
- Ensure all PIM reports are processed and made available to the client within the relevant statutory timeframe and include the relevant information that is known to Council.
- Ensure that PIM reports are accurately stored against the appropriate application/property in Council's computer system.
- Ensure appropriate billing is established and executed for services relating to PIM requests.
- Provide regular reporting to the manager on PIM processing metrics and accuracy.

### Contractor Management

- Set clear performance expectations and provide leadership to contractors, ensuring quality, timely, and compliant service delivery.
- Monitor contractor performance and collaborate with contractors to address issues, support continuous improvement, and maintain high standards of service.
- Manage contractor time and associated costs to ensure best value for money for applicants and Council.
- Build strong partnerships with contractors, viewing them as an integral part of the workforce, and ensuring they are engaged and aligned with Council and community priorities.
- Provide regular reporting on workflow including application numbers and types, allocations to FTE's and Contractors and any monitoring and enforcement matters. Provide reporting on KPI's to Council as directed.

### Regulatory Leadership

- Take a proactive approach to Council's role as a regulator, shaping programmes and supporting staff to enable an education-first approach to regulation and enforcement.
- Take action to ensure Council responsibly discharges its obligations as a regulator.
- Engage with and contribute to risk management practices to mitigate legal, operational, and reputational risks.

### Process Efficiency and Continuous Improvement

- Drive, support and actively contribute to a culture of continuous improvement, where team members welcome constructive challenge with a view to constantly raising the bar.
- Work with team members to identify opportunities for system and process efficiency, with a view to simplified work processes and improved outcomes for our customers and community.
- Engage in collaborative working relationships with internal teams to deliver improvement initiatives.
- Develop and support a quality assurance focus by guiding team members to actively contribute to Council's QA systems and processes, ensuring accountability for quality outcomes and continuous improvement.

## Customer Service and Stakeholder Engagement

- Contribute to developing productive customer and stakeholder relationships ensuring ICC is well positioned with relevant industry sectors, including public sector partners
- Lead a customer focussed approach to service delivery that ensures productive customer relationships.
- Represent ICC in public forums, industry events, and external engagements as required.

**Note:** Specific performance measures for this position will be discussed between you and your manager through the performance development plan process.

## What You Will Bring

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The below qualities, knowledge and skills are the key focus for this position and are used to assess an applicant's suitability for the role and the incumbent's performance in the position.

## Education and Qualifications

### **Essential:**

A tertiary qualification in building control, planning, resource management, or a related field  
Full NZ Drivers' License

### **Desirable:**

Membership or accreditation with professional bodies such as BOINZ or NZPI

## Knowledge, Skills and Experience

### **Essential:**

Technical knowledge and 5+ years' experience in building consents or resource consents processes in a New Zealand local government or regulatory environment  
Experience in building and/or resource consent processes, with a demonstrated understanding of regulatory frameworks  
Strong understanding of the Building Act, RMA, and related regulations  
Proven leadership and team management skills, with a focus on mentoring and performance development  
Previous experience in a leadership or coordination role, preferably within a local government context  
Excellent communication and interpersonal abilities to engage effectively with team members, customers, and stakeholders  
Strong organisational and problem-solving skills, with the ability to manage multiple priorities under tight timeframes  
Attention to detail and a commitment to maintaining high-quality standards  
A high level of judgement and the ability to navigate and negotiate solutions to complex problems whilst maintaining an enabling and solution focused mindset

### **Desirable:**

Knowledge of tikanga Māori and Te Tiriti o Waitangi, with the ability to engage appropriately with iwi



## Agreement

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### Employee

Name

Sign

Date

### Manager

Name

Sign

Date

**Note:** From time to time it may be necessary to consider changes in the position description in response to the changing nature of the work environment, which includes technological and statutory change. Such changes may be considered as part of the performance development review process or as required.

## What We All Do

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### Customer Commitment

Treat customers with respect – taking the time to listen, learn and understand.  
Present a positive image of Council by ensuring an efficient, courteous and professional service to customers at all times.  
Acknowledge problems and complaints, identifying and promptly acting on solutions.

### Continuous Improvement

Evaluate and review work practices and processes within all areas of responsibility to ensure that they are effective and efficient and implement improvements where appropriate.  
Identify and propose additional business or service opportunities that enhance Council's existing capabilities.

### Health, Safety and Well-being

Promote a safe and sound working environment and a culture of safe and responsible behaviours and attitudes.  
Adhere to Health, Safety and Well-being policies and procedures, enabling a safe and healthy work environment for all workers and members of the public.

### Civil Defence Emergency Management

Assist Council in preparing for and responding to an emergency.  
After establishing the safety of members of your household, you may be assigned duties to assist Council and/or Emergency Management Southland in an emergency.

### Other Duties

Undertake duties from time to time that may be in addition to those outlined but which fall within your capabilities and experience.



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#### **Our Diversity, Equity and Inclusion Statement**

Decipher Group care deeply about helping individuals achieve their full potential and supporting organisations to thrive by working toward a more progressive future. Fostering a culture of inclusion and belonging that truly values individual differences, backgrounds, and perspectives ignites creativity and new ideas – and this is part of what makes our team exceptional. For us, progress is the only goal worth benchmarking.