

POSITION DESCRIPTION TECHNICAL ADVISOR/INVESTIGATOR

Position	Technical Advisor/Investigator
Reports to	Investigations Manager
Effective from	October 2021

Our vision, mission and values

Vision	Excellence in Plumbing, Gasfitting, and Drainlaying – skilled competent tradespeople protecting the Health & Safety of the New Zealand public.
Mission	A leading intelligence-led and risk-focussed regulatory body.
Values	Integrity, professionalism, respect.

Prerequisites for position

Must be a registered plumber and/or gasfitter and/or drainlayer	Yes
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Our Technical Advisor plays a vital role in supporting the Board. They are responsible for acting as an advisor to both the Board and to the industry about trade technical matters.

Importantly, our Trade Advisor is responsible for providing assistance to tradespeople seeking technical support and/or advice.

You will assist our Investigations team and provide expert advice in relation to investigations and undertake compliance site inspections.

Key relationships	Internal <ul style="list-style-type: none"> • Board • Chief Executive • Investigations Manager/Investigations Team • All staff 	External <ul style="list-style-type: none"> • Tradespeople • External legal counsel • Other investigators • Stakeholders • Industry practitioners • Service providers
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KEY ACCOUNTABILITIES

Operational

- Assists with the investigation of complaints as required by providing expert technical assistance.
- Acts as a help desk advisor to members of the public and industry seeking assistance in relation to regulatory compliance issues.
- Contributes technical articles and datasheets for publication on-line and in the monthly industry newsletter.
- Provides technical input to functions and processes that are the primary responsibility of other staff members.
- Represents the Board on technical forums.
- Prepares high quality technical reports, affidavits, and briefs of evidence.
- Prepares and delivers high quality advice where required.
- Actively participates in Board based and multi-agency operations.
- Such other tasks and duties as may be assigned from time to time.
- Perform all duties in a way that complies with statutory requirements and Board policy.

Corporate

- Promotes health and safety responsibilities.
- Monitors and manages any risks relating to technical services.
- Manages any identified conflicts of interest relating to technical services.

Commitment to Te Tiriti o Waitangi

- Demonstrate developing knowledge and understanding of the principles of Te Tiriti o Waitangi.
- Develop knowledge of foundational tikanga, cultural safety, and some use of te reo Maori.

Competencies

- Experience working in a high level technical capacity.
- Knowledge of how to operate effectively in a public sector organisation.
- An understanding of investigation processes and working in a regulatory environment.
- Excellent technical knowledge/experience of the plumbing, gasfitting and drainlaying trades, and the various compliance requirements that relate to those trades.
- Knowledge or experience in a technical environment.
- Experience, or an interest in, technical investigation work.
- Excellent written and verbal communication skills.
- Excellent collaborator.
- Gains confidence of senior staff and Board members quickly.
- Effective communication and influencing skills.
- Capacity to respond well to and adapt to change.
- Ability to travel domestically throughout New Zealand when required.

Strategic agility	Uses insight and diagnostic techniques to identify and analyse issues. Determines key issues. Exercises good judgment. Supports the Board to scan at a strategic and operational system level to identify business improvement opportunities.
Collaboration	Shares knowledge and ideas. Works openly and harmoniously within teams and with others outside their area. Shows consideration and respect for others, valuing different perspectives.
Relationship management	Builds and maintains effective relationships and partnerships internally and externally.
Planning and organising	Works in an organised and methodical manner to deliver results. Able to prioritise tasks and manage time.
Communication	Understands the drivers and needs of different audiences, and tailors communications effectively.
Driven for results	Can be counted on to exceed goals successfully. Pushes self and others for results. Successfully ensures public safety and awareness is promoted.