

JOB DESCRIPTION

Job Title	Bylaw Compliance Technical Support Officer
Position Status	Permanent
Business Unit & Team	Service Delivery, Bylaws Compliance
Reports to	Manager, Bylaws Compliance
Direct Reports	N/A
Base Location	Dargaville or Mangawhai
Salary Grade	Grade 10

ABOUT KAIPARA

Kaipara te Oranganui. Two oceans, two harbours.

Kaipara district extends from coast to coast, to the Waipoua Forest in the north and Pouto Peninsula in the south. It includes iconic beaches, kauri forests, rich farmland and rugged landscapes. People come from all over to experience this special part of the world, and we are privileged to play an important part in making Kaipara the place to be.

Our team is committed to Kaipara communities. We deliver essential services including roads, water, waste services, recreational facilities, libraries and regulatory services. Council staff engage our communities to contribute to key projects and plans and support them to achieve their own. We love what we do and have a real passion for our people and our place.

At Kaipara District Council, we know there are some important ingredients to develop a strong and supportive culture for our people to thrive by invoking our values - mahi tahi (teamwork), mahia te mahi (make it happen), mana (integrity), whakaute (respect) and pono (trustworthy). Our values guide how we work together as a team and with our diverse communities.

ROLE PURPOSE

This role provides technical support for monitoring for compliance, bylaws compliance, and other compliance activities, ensuring customers receive accurate information and clear guidance on relevant legislation, rule, regulation and policies. The role will provide our customers with an excellent experience whenever they connect with Kaipara District Council ensuring they get the right information, understand it and they proactively meet monitoring and compliance requirements.



Whakaute
RESPECT



Mahia te mahi
MAKE IT HAPPEN



Mahi tahi
TEAM WORK



Pono
TRUSTWORTHY



Mana
INTEGRITY

KEY RESPONSIBILITIES

Technical support for:

Monitoring (Consents) and General Bylaws

- » Resource Management Act 1991 (RMA)
- » Local Government Act 1974 (LGA74)
- » Local Government Act 2002 (LGA02)
- » Operative Kaipara District Plan
- » Kaipara District Council Consolidated General Bylaws
- » Litter Act 1979

- Interpret and provide technical information to our customers regarding legislation, legislative guidelines, general bylaws, District Plan rules, resource consents, consent notice conditions and policies to determine and achieve compliance.
- Complaints and non-compliance activities: research, collect and assess relevant information and evidence and resolve as appropriate, including enforcement action as necessary within the remit of the role.
- Maintain monitoring, compliance and complaints database
- Escalate more complex complaints and non-compliance that require site investigations to the relevant compliance officer.
- Provide support to compliance officers in relation to monitoring and compliance activities.
- Monthly preparation of monitoring files and notification letters for scheduled RMA and District Plan compliance and bylaws inspections.
- Record accurate statistics and complete the annual statutory reporting to the Ministry for the Environment.
- Record accurate statistics and complete the monthly, quarterly, and annual statutory reporting to the team.
- Complete infringement notice processing following the issuing of infringement notices including reminder notices, holds, cancellations and court withdrawals.
- Raise purchase orders and issue invoices.

Service delivery

- Maintain existing monitoring and compliance systems.
- Provide support to the organisation in relation to monitoring and compliance activities.
- Interpret and provide technical information to our customers regarding legislation and legislative guidelines.
- Ensure policies and procedures are in place and relevant.
- Ensure all correspondence is customer focused and easy to understand.
- Record accurate statistics for reporting purposes.
- Assist team to ensure deadlines are met.
- Prepare reporting as required.
- Assist team with administration of plans, applications, and other relevant activities.
- Assist the Team with research to provide accurate information for our customers.
- Support other technical officers in alcohol licensing, environmental health, and drainage wastewater bylaw functions to ensure continuity of service when they are unavailable.



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Financial management

- Ensure required service outputs are delivered within approved budget allocations.
- Assist with the monitoring of income and expenditure against all allocated budgets.

KDC CORE RESPONSIBILITIES

Health, Safety & Wellbeing

- Take care of your own health, safety and wellbeing and that of others affected by your work.
- Ensure prompt reporting of all Health and Safety hazards or incidents.

Professional Development

- Participate in monthly and yearly roadmap planning and chats with your manager.
- Actively participate in professional development initiatives to keep up to date in your area of expertise and to continuously develop skills and capabilities.
- Complete annual mandatory learning.

Other Organisational Responsibilities

- Provide CORE customer experience (connected, open, reliable and easy).
- Champion our values.
- Adhere to our ways of working (WoW).
- Observe KDC policies, procedures and guidelines.
- Contribute to continuous improvement by identifying systems, processes or documents to improve and make changes, trends or implement best practice.
- Keep up to date with legislation, regulations, policies.
- Maintain records in compliance with the Public Records Act 2005.
- Be involved in the readiness for emergencies by attending relevant Civil Defence Emergency Management training as required.
- Participate in any required Civil Defence exercises to ensure that essential services are maintained during emergencies.
- Other tasks and/or projects as assigned.

COMPETENCIES

Leader of Self

- Work Together
- Deliver Results
- Embrace Innovation and Change
- Customer Experience Excellence
- Informed Decision Making
- Effective Communication



Whakautē
RESPECT



Mahia te mahi
MAKE IT HAPPEN



Mahi tahi
TEAM WORK



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INTEGRITY

SUCCESS PROFILE

Qualifications & Experience

- Excellent customer service experience.
- Preferably a minimum of two years' experience in Local Government administration (however, will consider alternative experience in other administration).

Familiarity with the following legislation would be an advantage:

- Resource Management Act 1991 and Operative Kaipara District Plan.
- Local Government Act 1974 and Local Government Act 2002.
- Consolidated General Bylaws 2020.
- Litter Act 1979.
- Sale and Supply of Alcohol Act 2012 and Alcohol Control Bylaw 2018.
- Health Act 1956 and Food Act 2014.
- Kaipara District Council Wastewater Drainage Bylaw 2021.

Role Specific Skills & Attributes

- High level of judgment, discretion, and tact.
- The ability to effectively interpret statutes, regulations, bylaws and policies.
- Negotiation and resolution skills to achieve successful compliance outcomes.
- Proven planning and organisational skills.
- Excellent written and oral communication skills.
- Excellent attention to detail.
- Excellent time management and a proven ability to work to deadlines.
- Ability to maintain confidentiality and political neutrality.
- Proficient in Microsoft applications: Word, Excel, Outlook.
- Proactive problem solving.
- Adaptability and flexibility.
- Financial literacy (budgeting, analysis, reporting, invoicing).
- Cultural awareness.

Other Role Requirements

This role requires:

- a full NZ Driver Licence



Whakaute
RESPECT



Mahia te mahi
MAKE IT HAPPEN



Mahi tahi
TEAM WORK

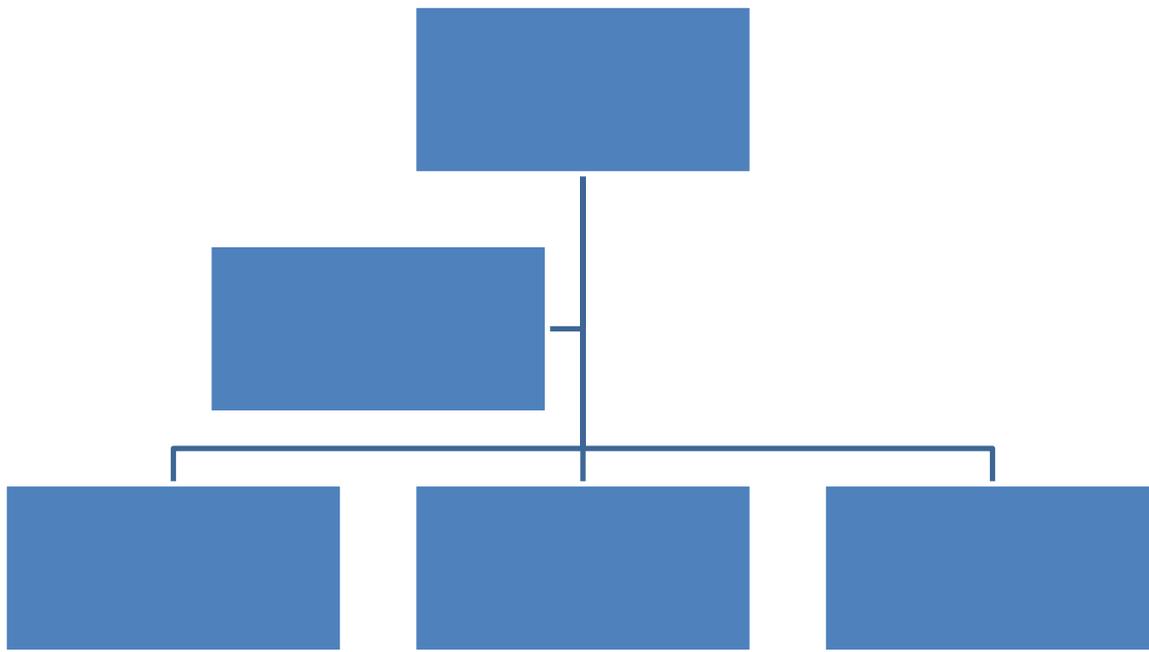


Pono
TRUSTWORTHY



Mana
INTEGRITY

ORGANISATION CHART



Whakaute
RESPECT



Mahia te mahi
MAKE IT HAPPEN



Mahi tahi
TEAM WORK



Pono
TRUSTWORTHY



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INTEGRITY