

# Job Description



## My Position

<b>Position:</b>	<b>Compliance Coordinator</b>
<b>Section:</b>	Regulatory
<b>Department:</b>	Environment Assurance
<b>Responsible to:</b>	Team Leader – Regulatory Support
<b>Job Purpose:</b>	<ul style="list-style-type: none"><li>• To provide support and advice in a range of key Council compliance related activities and programmes of work.</li><li>• To assist directly in the day to day management of identified key Compliance programmes of work to ensure the efficient functioning of the specific programmes and to achieve desired outputs.</li><li>• To develop, refine and co-ordinate assigned processes to ensure functionality, integrity and performance in reporting and targeted outputs.</li><li>• To introduce and train key staff/teams on a range of compliance programmes and systems and take an oversight roles of the integrity of that process/system.</li><li>• Assist the efficient and accurate functioning of the Water Metering programme.</li><li>• Co-ordinate the effective functioning of councils Section 36 annual charging programme and annual process/run.</li></ul>

## Our Council

<b>Our District Vision:</b>	Thriving resilient Tasman <i>Kia manawaroa te tai o Aorere</i>
<b>Our Purpose:</b>	Delivering Public Value <i>Kia whai hua mā te marea</i>

## Our Values

We support our Vision and Mission through living our values.

**Auahatanga – Innovation.** *I oreā te tuatara, ka patu ki waho. A problem solved by continuing to find solutions.*

- We love ideas, big or small
- We deliver differently
- We learn and grow
- We give it a go
- We are brave and challenge the status quo

**Kawenga – Responsibility.** *Kia ū ki te pai. Stay resolute to that which is good.*

- We honour our commitments
- We act professionally with integrity
- We are honest and open
- We bring the right attitude to work

**Manaakitanga – Caring/ Sharing.** *Te tohu o te rangatira, he manaaki. The sign of a leader is how they support, protect and respect others.*

- Helpfulness and respect guide us
- Our mana encourages and lifts others up
- Care and empathy are a priority
- We are always welcoming
- We freely share knowledge

**Whanaungatanga – Relationships.** *He aroha whakatō, he aroha puta mai. If kindness is given then kindness shall be received.*

- We connect, listen and involve
- We believe in collective success
- Our stories create shared meaning

- Safety and wellbeing come first
- We embrace diversity
- We are kind and nurturing

## My Group

### Role of the Environmental Assurance Group

The Environmental Assurance Group is the team that looks after most of the Council's regulatory functions which facilitate the development and use of land, water, and coastal resources, and which regulate activities in order to protect and improve public health and safety and the environment, and to minimise nuisance and harm to people and places. The functions undertaken include building control, resource consenting and compliance, environmental health (including food safety), alcohol licensing, animal control, parking control and maritime safety.

## My Key Result Areas

### My Priorities

What am I supposed to do?	How well am I supposed to do it?
<b>Co-ordination of the Section 36 Annual Charge Programme</b> <ul style="list-style-type: none"> <li>• Co-ordinate and run councils Section 36 annual charging programme to ensure target outputs are met on time.</li> <li>• Ensure that staff responsible for key tasks in the process undertake these in agreed timeframes in order to achieve timeliness and accuracy for the Annual Charge run.</li> <li>• Audit to ensure other key staff maintain the integrity of the background processes to allow the annual charge run.</li> <li>• Provide advice, feedback and training to managers, staff and stakeholders on the application of Section 36 Annual Charges process and policies.</li> <li>• Identify and facilitate process improvements.</li> <li>• Provide annual charging advice to the debtors' team and to customers on the charges and the recovery of debt.</li> </ul>	<b>Co-ordinating of the Section 36 Annual Charge Programme</b> <ul style="list-style-type: none"> <li>• All key tasks are completed with a high degree of accuracy and target outputs achieved within the agreed timeframes and standards.</li> <li>• Processes are mapped and reviewed annually.</li> <li>• Financial summaries and trends are provided to the relevant managers.</li> <li>• Assistance is provided to other staff involved in process.</li> <li>• Proactively identifies opportunities for improvement of systems and facilitate change through the correct organisational process.</li> <li>• Enquiries from the debtors team are responded to with accurate advice and in a timely manner.</li> <li>• All customer enquiries regarding fees, charging logic or consent information are responded to in a timely manner.</li> </ul>
<b>Water Metering Programme</b> <ul style="list-style-type: none"> <li>• Co-ordinate the pre-season water metering programme set up including data validation, stress tests, document preparation, customer mail-outs and pre-season public communications.</li> <li>• Oversee the water meter database including ensuring daily upload of data from the Council web page, emails and standard return forms into the water metering database, data analysis for compliance, report runs and tests and providing reporting to the C/O water metering.</li> <li>• Deliver the end of water year reporting to customers and respond to any subsequent enquiries relating to the data by providing accurate technical advice.</li> <li>• Provide accurate reports and data to the Dry Weather Task Force.</li> <li>• Provide technical assistance including defining rules and key regulations to IS Developers and</li> </ul>	<b>Water Metering Programme</b> <ul style="list-style-type: none"> <li>• All key tasks are undertaken with a high degree of accuracy, efficiency and prioritised to level of urgency determined by the programme and situation.</li> <li>• Customer enquiries are responded to in a timely manner and customers receive accurate advice.</li> <li>• An efficient and functional water-metering programme operates at all times and oversight is maintained to ensure all data input by staff is completed within agreed timeframes and to agreed standards.</li> <li>• All reports and/or data in relation to Councils current and historical water is management provided to the ministry, Council staff or external parties, is accurate and provided in a timely manner. This includes all LGOIMA requests.</li> </ul>

<p>other staff to enable processes and systems to be developed on a robust platform.</p> <ul style="list-style-type: none"> <li>Respond to customer and service provider enquiries and provide technical information to resolve issues and assist in their understanding and obligations.</li> <li>Liaise and assist Council's Resource Scientists and Hydrologists to produce data outputs to support Councils reporting and public information requirements.</li> <li>Oversee the delivery of key information to Council's customer services and communications staff to ensure an integrated public service up to date website and media releases are available to all users.</li> <li>Liaise with the summer students including providing prioritised work schedules to allow them to undertake their key tasks and duties.</li> <li>Provide advice on water related consent conditions and metering to the Water Users committee as required.</li> </ul>	<ul style="list-style-type: none"> <li>During a drought, the Dry Weather Task Force receives accurate and timely information to make key decisions and that the decision they make are disseminated to the affected water users and public through agreed media platforms.</li> <li>All written communication to consent holders advising of any change of status or decision affecting them is clear and at the expected professional level.</li> <li>Summer students receive prioritised information and data to allow them to undertake their tasks efficiently and with clarity.</li> <li>Water Users committee receives accurate and timely information.</li> </ul>
<p><b>Compliance Monitoring Programmes</b></p> <ul style="list-style-type: none"> <li>Provide statistical data and technical administration advice to the Regulatory Manager and the Team Leader – Compliance &amp; Investigation to assist with the annual reporting of Council's Compliance monitoring and enforcement functions.</li> <li>Provide technical assistance to Compliance Officers implementing individual compliance monitoring programmes under the tailored monitoring programme as required.</li> <li>Complete all invoicing for compliance monitoring consented time, cost recoveries and staff time.</li> </ul>	<p><b>Compliance Monitoring Programmes</b></p> <ul style="list-style-type: none"> <li>Provision of accurate and data for production of the annual reports is evident and within agreed timeframes.</li> <li>Positive response to opportunities to work collaboratively with others and provide assistance are evident.</li> <li>Coordinator Compliance Monitoring and Enforcement receives good support and information to enable the provision of excellent service delivery.</li> <li>Cost recoveries are achieved within agreed timeframes.</li> </ul>
<p><b>Recording &amp; Reporting Systems</b></p> <ul style="list-style-type: none"> <li>Implement or oversee new processes/databases to assist Council's management of data and information particularly in the core compliance functions as required and in conjunction with the Team Leader – Compliance &amp; Investigation</li> <li>Maintain quality data recording and reporting systems to provide accurate and comprehensive data, and reporting in key output areas.</li> <li>Implement quality audit processes to ensure data is accurate and efficiently captured in the fields of compliance, monitoring and enforcement.</li> <li>Develop and maintain PROMAPP and other procedure manuals and conduct annual reviews for relevance and accuracy of information.</li> <li>With assistance from Information Services, facilitate identified MagiQ (or similar system) improvements that increase processing efficiency/accuracy and customer satisfaction.</li> </ul>	<p><b>Recording &amp; Reporting Systems</b></p> <ul style="list-style-type: none"> <li>Gaps or issues in systems are identified and solutions put in place to resolve issues.</li> <li>Systems are functional and remain fit for purpose producing quality reliable data.</li> <li>Data and output reports are integrated into information systems and maintained in a way that ensures information sharing across Council.</li> <li>Procedures manuals are evident, updated and maintained to agreed standards.</li> <li>Identifies and advances improvements and developments in core systems in liaison with Councils technical I.T officers.</li> <li>Accurate data reports are evident, and provided to key users within the agreed timeframes and standards.</li> </ul>
<p><b>Co-ordination of the Complaints system</b></p> <ul style="list-style-type: none"> <li>Oversee the Regulatory sections incoming complaints process through the database to ensure data quality is maintained and procedures are being adhered to meet objectives of quality customer response and statistical reporting.</li> <li>Assign complaints to staff in accordance with the programme and monitor others tasked with assigning to ensure procedures are adhered to.</li> </ul>	<p><b>Co-ordination of the Complaints system</b></p> <ul style="list-style-type: none"> <li>The system is functional and being used by staff in accordance with procedures.</li> <li>Data entered and assigned is at the appropriate standard to meet objectives of timely accurate complaint response.</li> <li>Training is provided to other staff to meet requirements of user needs and maintain data integrity.</li> </ul>

<ul style="list-style-type: none"> <li>Provide support and training to staff who access and use the Service Requests database.</li> </ul>	
<b>Gravel Extraction Programme</b> <ul style="list-style-type: none"> <li>Maintain a functioning database for gravel returns and periodically review for effectiveness and improvements.</li> <li>Manage the gravel return process for the gravel extraction programme including invoicing on behalf of Council's Engineering Department.</li> <li>Liaise with Compliance Officer Land-Use and provide notification and technical assistance on non-compliance.</li> </ul>	<b>Gravel Extraction Programme</b> <ul style="list-style-type: none"> <li>Returns are completed and notify the Compliance Officer of outstanding returns.</li> <li>An up to date gravel return process is evident and maintained within the agreed timeframes and to the agreed standards.</li> <li>Liaison with Council's Engineering Department gravel permit system and cost recovery is evident..</li> </ul>
<b>Co-ordination of the Bonds Process and Register</b> <ul style="list-style-type: none"> <li>Co-ordinate the bonds process and register to ensure integrity and secure lodging of bonds.</li> <li>Liaise with staff and external parties to ensure processes are in accordance with policy and practices.</li> </ul>	<b>Co-ordination of the bonds process and register</b> <ul style="list-style-type: none"> <li>Follow up with internal staff and legal counsel is evident and ensures agreed processes are being correctly applied and completed.</li> <li>Bond process meets appropriate standards of quality and timeliness.</li> <li>Robust internal and external stakeholder relationships are evident and maintained.</li> </ul>
<b>Liaison</b> <ul style="list-style-type: none"> <li>Liaise regularly with all staff responsible for data capture and recording in key processes overseen by this role to ensure accurate and timely processes are maintained.</li> <li>Liaise regularly with Council's IS services to develop and enhance databases and processes essential for accurate delivery of key services and deliverables.</li> <li>Liaise regularly with affected Environment &amp; Planning managers in relation to the wider annual charge program to ensure data efficiency, robust systems, accurate auditing and efficient public response to enquiries.</li> </ul>	<b>Liaison</b> <ul style="list-style-type: none"> <li>Timely advice and support is provided to relevant staff on new or enhanced operating systems.</li> <li>Active engagement with developers to facilitate change or improvements to process or database to improve accuracy or efficiency is evident.</li> <li>Proactively disseminates updates and developments, and information to manager's and key staff to allow feedback and assist uptake of processes or new technologies.</li> <li>Provision of timely advice and identification of issues that may affect service standards or reputation of Council is evident.</li> </ul>

My Contribution	
<b>Accountability</b> <ul style="list-style-type: none"> <li>I take responsibility for my performance, decisions and actions and how these impact on others.</li> <li>I take ownership of my wellbeing and health and safety responsibilities and seek support if I need it.</li> <li>I take responsibility for ensuring the digital information, data and records created from carrying out my role are properly stored, maintained and retrievable.</li> <li>I fulfil other assigned responsibilities, tasks and project work in a professional and timely manner.</li> </ul>	
<b>Customer Focus</b> <ul style="list-style-type: none"> <li>I focus on the needs of our customers and provide all of them with outstanding service.</li> <li>I treat all people with respect, and I deliver on the commitments I make.</li> <li>My actions are fair and build trust with my colleagues, customers and our community.</li> </ul>	
<b>Relationship Building</b> <ul style="list-style-type: none"> <li>I build and maintain genuine relationships with my colleagues, customers and our community.</li> <li>I actively listen to others and are supportive, friendly and helpful.</li> </ul> <p>I respect all cultures and act in ways that make others feel included and valued.</p>	
<b>Resilience &amp; Adaptability</b> <ul style="list-style-type: none"> <li>I support new ways of working and are able to be flexible and calm when facing change or difficult situations.</li> <li>I am digitally confident and participant in opportunities to learn how to apply digital business technology and tools to my work.</li> <li>I am a willing contributor and participant in business process improvement solutions and other initiatives that enhance our service delivery.</li> </ul>	
<b>Motivation &amp; Drive</b>	

<ul style="list-style-type: none"> <li>• I take responsibility for my own learning and development and welcome feedback to improve my performance.</li> <li>• I effectively plan, manage and prioritise my work and deliver it on time.</li> <li>• I choose to bring the right attitude to work and I role model behaviours and attitudes that align with the Council's Values.</li> </ul>
<b>Collaboration &amp; Inclusion</b> <ul style="list-style-type: none"> <li>• I actively contribute to the achievement of team goals and objectives.</li> <li>• I collaborate effectively with others and support my colleagues to achieve the Council's strategic goals and objectives.</li> </ul>
<b>Civil Defence Emergency Management</b> <ul style="list-style-type: none"> <li>• I provide assistance and support during civil defence / emergency management activities.</li> <li>• I participate in civil defence and emergency management training.</li> </ul>
<b>Working within te ao Māori</b> <ul style="list-style-type: none"> <li>• I have the appropriate level of knowledge and understanding of the principles and application of Te Tiriti o Waitangi for my role.</li> <li>• I have the appropriate level of knowledge of Tikanga Māori (customs and practices) and Te Reo Māori (Māori language) for my role.</li> <li>• I have the appropriate level of knowledge of Council's engagement protocols with the whānau, hapū and iwi of te Taihū for my role.</li> <li>• I foster a culturally inclusive environment by actively engaging with and respecting Māori perspectives and practices in my work.</li> </ul>

## My Delegations

I have no staff or financial responsibilities. However, the Council may from time to time delegate to me specified powers and duties which I must exercise with due care and diligence.

## My Competencies

### My Qualifications and Experience:

- At least three years' compliance administration experience, preferably in a large organisation
- High level of digital literacy in the Microsoft Office/Windows environment and operating office systems.
- A working knowledge of the relevant statutes, regulations and procedures pertaining to resource management and other local government regulatory procedures is essential.
- Demonstrated experience in data management systems, database development and electronic records management systems.
- A minimum of Level 4 NZQA in office administration or similar qualification is desirable.
- Experience with one on one or small group training is also desirable.

### My Personal Attributes:

- Excellent written and oral communication skills.
- Initiative and good judgement skills and a disposition for solving problems.
- Excellent organisational skills and an ability to work under tight time constraints.
- An ability to relate to a wide range of people and a proven commitment to quality customer service and teamwork.
- The ability to adjust frequently and successfully in a changing work environment.
- A strong focus on continuous improvement.
- Ability to learn and retain new information quickly and to pass this information on accurately and concisely to others.
- A pleasant disposition and demonstrated ability to work as part of a team.

## My Agreement

**My Name:** .....

**My Signature:** .....

**Date:** .....