

Job Description



My Position

Position:	Team Leader – Community Compliance
Section:	Regulatory Services
Group:	Environmental Assurance
Responsible to:	Regulatory Manager
Responsible for:	<ul style="list-style-type: none">• Community Compliance Officer x4• Parking Officer x2• Administration Officer – Community Compliance
Job Purpose:	<ul style="list-style-type: none">• Provide leadership for reporting staff, including professional development, mentoring and motivation.• Be the key authority for knowledge and guidance related to the Dog Control Act 1996, Dog Control Bylaw 2025, Land Transport Act 1998, Litter Act 1979, Freedom Camping Act 2011, Freedom Camping Bylaw 2017, Impounding Act 1955, Local Government Act 2002, alongside the Team Leader – Regulatory Support.• Oversee the operation of the Animal Shelter to ensure proper procedures and protocols are followed and monitor the health and well-being of shelter animals.• Oversee and manage day-to-day team operations and weekly on call roster including setting clear work programmes and goals for the team and report on progress and metrics.

Our Council

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

Our Values

We support our Vision and Purpose 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

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

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
- Safety and wellbeing come first

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
- We embrace diversity
- We are kind and nurturing

My Group

Role of the Environmental Assurance Group

The Environmental Assurance Group 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?
Operational Management <ul style="list-style-type: none"> • Effectively coordinate the day-to-day management and operations of the Community Compliance Officers to ensure goals are met, achieved and delivered. • Continually review the program of work the Community Compliance team provides, ensuring all services and activities are delivered in accordance with legislation and best practice. • Implement effective management systems and in consultation with the Regulatory Manager, assign staff responsibilities, and ensure delivery in relation to; <ul style="list-style-type: none"> - Compliance and enforcement, education and monitoring action in relation to non-compliance with relevant legislation and Council bylaws, to ensure Council meet its statutory obligations - Accurate recording of activities and outcomes - Following up on non-compliance - Undertaking enforcement action when appropriate - LGOIMA responses - Reporting to Council Committees • Provide technical advice and information and make recommendations as required to the Regulatory Manager and customers when appropriate. • Investigate and report customer complaints relating to non-compliance issues as per set requirements and standards; coordinate 	Operational Management <ul style="list-style-type: none"> • The level of service and targets are met and achieved. • Effective one on one development conversations are carried out regularly. Team member strengths are recognised and areas for development are addressed in a timely manner. • Evidence confirms that compliance strategies and enforcement procedures are reviewed every two years for relevance and consistency. • Reports are provided to Council Committees on time and to an expected standard. • Written communication utilises plain English and a tone of voice that encourages community compliance. • Services and regulatory activities are undertaken in an efficient, sustainable and professional manner and in accordance with legislation, regulations, bylaws and best practice. • All relevant legislation, by-laws, policies and programs are enforced. • General compliance and good public relations are promoted through public education. • Issues with potential legal and/or liability implications are reported in a timely manner.

<p>formal appeals, objections and hearings as required in relation to these.</p> <ul style="list-style-type: none"> • Provide an on-call after hours response as required. 	
<p>Statutory responsibilities</p> <ul style="list-style-type: none"> • Provide guidance and support to the team with regard to interpreting and applying legislation for investigation and prosecution purposes. • Review, give advice and provide other feedback relating to written and verbal communication that will represent the Council's position in relation to any statutory information, requirements and processes while minimising the risk to Council's duty of care. • Conduct ongoing reviews of processes to ensure they meet statutory requirements and customer expectations. • Conduct regular audits of Animal Management, Parking Enforcement and Freedom Camping processes and report on findings and make recommendations to the Regulatory Manager. • Ensure the Regulatory Services team is trained and competent in relevant processes and procedures relating to investigations in areas of legislation, including search warrants, removal of dogs and the presentation of Court files including collating evidence and managing exhibits. • Provide expert legislative interpretation advice and guidance regarding relevant statutory information, requirements and processes. • Provide professional regulatory knowledge and expertise where necessary into decision making processes to ensure appropriate compliance and enforcement action is taken, consistent with delegated powers. 	<p>Statutory responsibilities</p> <ul style="list-style-type: none"> • Knowledge is maintained and kept up to date. • Accurate records are maintained and kept up to date. • Consistency of advice and interpretation of legislation is promoted across the team. • The team is trained and competent in investigation processes and procedures. • Guidance and support is provided to the team with regard to interpreting and applying legislation for investigation and prosecution purposes. • Evidence of regular audits of Animal Management, Parking Enforcement, and Freedom Camping processes being conducted. Findings reported and recommendations made to the Regulatory Manager. • Accurate and up to date advice and guidance is provided on all matters.
<p>Animal Shelter</p> <ul style="list-style-type: none"> • Ensure animals receive professional care and welfare standards are met by the Community Compliance team. • Oversee shelter maintenance including cleanliness, rubbish removal and that it is generally in good working order. • Oversee impounding records accuracy and ensure they are up to date. • Due to the 24/7 nature of the Animal Control service, some after-hours on call cover and care of the animal shelter will be required on a rostered basis. 	<p>Animal Shelter</p> <ul style="list-style-type: none"> • All relevant Council's policies, procedures and relevant legislation are complied with. • Evident that animal welfare standards are being met. • Daily cleaning of the shelter is carried out to a reasonable standard. • Accurate records are consistently maintained. • Staff are rostered to meet the 24/7 service.
<p>Finance</p> <ul style="list-style-type: none"> • Report to and update Regulatory Manager regarding budgets and work programmes. • Review systems and processes in conjunction with Regulatory Manager and other Team Leaders. • Ensure expenditure is monitored, remains within budget and variances are reported. 	<p>Finance</p> <ul style="list-style-type: none"> • All business planning, management and reporting standards and requirements are met within required timeframes.

Information & Reporting <ul style="list-style-type: none"> • Maintain accurate and up to date regulatory control records in associated systems and databases. • Prepare timely and accurate reporting on regulatory and animal control activities as required. • Take a lead role in the development and ongoing improvement of compliance and enforcement policy and process. 	Information & Reporting <ul style="list-style-type: none"> • Accurate and up to date records are evident and available to key users. • Timely and accurate reporting is evident. • Process and policy improvement is evident.
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My Leadership	
Team Leadership & Engagement	<ul style="list-style-type: none"> • I act as good role model, am an enabler of change and demonstrate a leadership style that creates a positive environment that fosters, develops and promotes engagement and collaboration. • I create a team culture of fairness and belonging, where all members of my Section are and feel valued. • I provide opportunities for my team to participate and be included in decision making that may impact on their individual or team performance outputs. • I openly celebrate success and tell the stories around how problems are identified and resolved.
Team Performance Management	<ul style="list-style-type: none"> • I effectively lead, enable and hold others accountable for delivering on our Section work programme and Council's strategic goals and performance objectives. • I provide effective support and proactively assess my team's workload and reallocate workloads when needed. • I make sure my team understand their statutory delegations and apply these correctly. • I make sure reports to Council prepared by my team meet the expected standards and format. • I understand the data and information generated by my team is an important Council asset and I use this data and systems to drive performance, quality decision-making and improved service delivery.
Team Professional Development	<ul style="list-style-type: none"> • I make sure everyone in my team has clear annual performance goals and measures that are aligned with Council's strategic goals, and I meet with them regularly to discuss and review progress. • I have regular development, mentoring, coaching, feedback performance conversations with my team, I understand their career goals and encourage participation in appropriate training opportunities. • I make sure appropriate succession planning is in place for my team and there are clear links to individual's career development plans.
Team Recruitment & Induction	<ul style="list-style-type: none"> • I take an active responsibility for the recruitment of the 'right person in the right job'. • I actively participate in and ensure quality induction, training and ongoing socialisation is provided to new members in my team.

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

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

My Delegations

I have delegated decision-making authorities and financial responsibilities for expenditure as listed in Council's Delegations Register. I also have staff responsibilities.

The Council may from time-to-time delegate to me other specified powers and duties, all of which I must exercise with due care and diligence.

My Competencies

My Qualifications and Experience:

- Level 4 qualification in Business or similar.
- A minimum of five years leading a team preferably in a New Zealand regulatory / enforcement environment.
- Substantial working knowledge, interpretation and application of the relevant statutes, regulations and procedures pertaining to the regulatory environment, specifically the Dog Control Act, Litter Act, Freedom Camping Act and Land Transport Act and associated Tasman Bylaws.
- Proven business performance, planning and budget management skills.
- Proven leadership, staff management and mentoring skills with a commitment to teamwork.
- Experience representing an organisation in legal proceedings and/or hearings.
- Experience in developing best practice policy and process solutions particularly around investigative/enforcement processes.
- Customer service experience and computer-aided records management experience.
- Demonstrated experience in process design and/or improvement.
- High level of digital literacy particularly in the use of Office 365 and Excel.
- Experience in or a working knowledge of Local Government is preferred.
- Current driver's licence.

**My Personal
Attributes:**

- Good understanding of the principles of Te Tiriti o Waitangi and Tikanga Maori.
- Strong communicator with excellent report writing skills.
- Ability to remain calm, constructive and understanding when handling difficult customers, complaints and stressful situations to generate a positive image of the Council.
- An ability to relate to a wide range of people and a proven commitment to quality customer service and teamwork.
- Ability to provide clear direction, and to empower, motivate and develop others to achieve section, group and organisational goals.
- Strong personal prioritisation and time management skills.

My Agreement

My Name:

My Signature:

Date: