

Kia Ora Applicant,

Thank you for your interest in the advertised position with our Council. This document tells you a little bit more about who we are, the role here and some things about our District.

## About our Organisation

### Our Character

The South Taranaki District Council (STDC) is a mid-sized local authority with around 220 staff (208 FTEs). We are a rural local authority operating in one of New Zealand's most vibrant economic regions and are responsible for a wide range of local services including roads, water reticulation, sewerage and refuse collection, libraries, parks, recreation services, local regulations, community and economic development, and town planning. The Council's main office is based in Hāwera (population approx. 12,000) and there are several satellite offices in towns throughout the district.

We are a progressive, values-based organisation, which is dedicated to providing quality services and facilities for our communities. We place strong emphasis on our organisational culture, which is in turn supported by high levels of employee engagement.

## Living our Values

Our values are not voluntary suggestions; they are non-negotiable behaviours. Every STDC employee is expected to endorse and support the Council's strategy, goals and values and actively work to achieve them. This means behaving with a high level of professionalism and integrity by exhibiting courtesy and impartiality towards colleagues and the community.

## Values and Common Purpose



**MAKING OUR** *communities* **BETTER**

# About our District

## South Taranaki, a better lifestyle

South Taranaki is one of the three districts which make up the greater Taranaki region – which was voted the 2nd best region in the world to visit in 2017 by Lonely Planet. South Taranaki is situated on the west coast of the North Island with the main centre, Hāwera (pop 12,000) roughly midway between Whanganui and New Plymouth. The district has a population of approximately 30,400 people spread throughout seven towns and a number of smaller rural and coastal communities, all of which have a strong sense of community.

In terms of lifestyle, it doesn't get much better than South Taranaki. Recreational opportunities abound and everything is at your doorstep - the mountain and the sea are only a stone's throw apart. The rugged coastline offers some of the best surfing and windsurfing in New Zealand (Surf Highway 45 is considered one of the best surf coastlines in the world) and the fishing off the South Taranaki coast is just superb. The breath-taking Mount Taranaki provides great walking and tramping opportunities.

South Taranaki has an amazing number of high-quality facilities that districts our size would usually struggle to have. From a state-of-the-art multi-purpose sport, events and recreation complex to modern cinemas, function centres, libraries, art galleries, museums, parks and aquatic centres - South Taranaki boasts all the benefits of a city without the hassles. Add to that, minimal traffic, low unemployment, affordable housing and safe, caring communities and you'll see why South Taranaki is the perfect place to raise a family and call home.



# What this job involves

## Nature and Scope

The purpose of this role is to ensure Council achieves its objectives by:

- The efficient and effective functioning of the district's town centres through practical implementation of the Parking Control Bylaw
- Ensuring public safety, safe streets and public spaces through effective management, appropriate enforcement and compliance in accordance with legislative requirements.

This is a busy role and if you want plenty of variety, this role has it from patrolling restricted parking areas within the district and issuing parking infringement notices where necessary, administering and enforcing the Land Transport Act 1998, Local Government Act 2002, Council Bylaws and any other relevant Act or Bylaw and dealing with any other environmental nuisances as directed (Abandoned Vehicles & Illegal Dumping).

## Other Duties

The employee will undertake other activities, duties or internal projects as directed by their Manager/Group Manager in an efficient and effective manner.

# The Position

This is a permanent part-time 32 hour per week position based at the STDC Administration Building in Hawera and will report directly to the Regulatory Services Manager.

## Salary and Conditions

The Council operates under a Total Remuneration Strategic Pay grading system and the grade for this position is **9**. The salary range for this position is between **FTE \$47,160 and FTE \$52,400** based on actual hours of work and the appointed starting level will be dependent on skills and experience and will be discussed during interviews with shortlisted candidates.

## Hours of Work

Council's offices are open to the public from 8.00am to 5.00pm, Monday to Friday. Hours of work for the position to be filled will be discussed at the interview.

## Relocation Expenses (Permanent Positions Only)

The Council may assist with relocation expenses for household goods only on the basis of at least two competitive quotes. Should the appointee leave the Council's employment for any reason within a period of two years of the appointment, the Council will require the appointee to refund the removal cost on a pro rata basis.

# Applications

If you would like to join NZ's most "Can Do Council", please apply online via the Council's website, [www.southtaranaki.com](http://www.southtaranaki.com) under Council Vacancies. The deadline time and date for applications is stated on the Application Form.

If your application is successful, the information on your application form will become part of the Council's personnel records.

Thank you again for considering joining Council's staff and if you would like more information on this position or to discuss what it's like to work for an outstanding rural local authority, ring us on 278 0555 (local) or 0800 111 323.

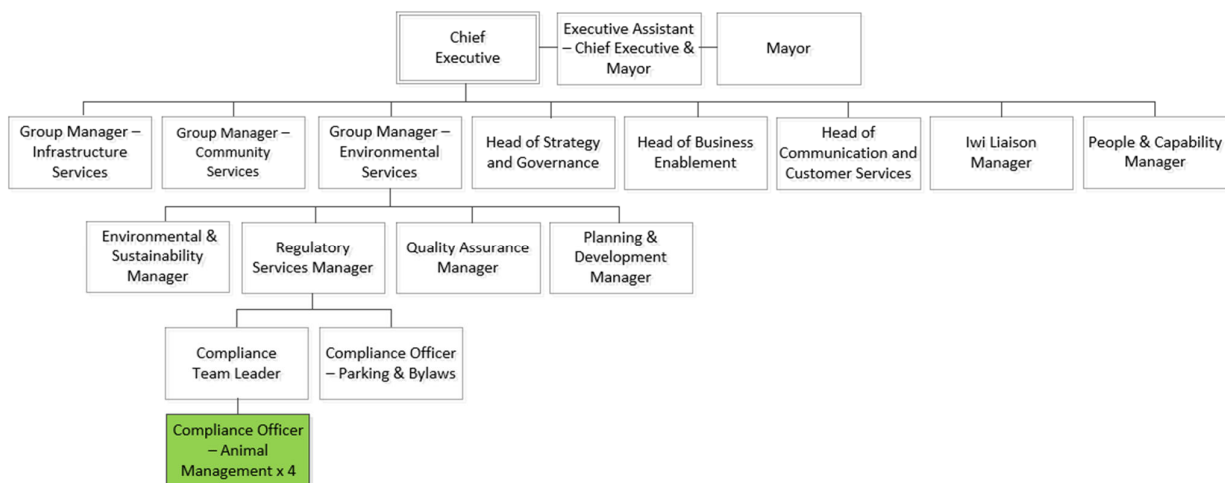
You will find the job description for the position and Council's Vision and Values on the next few pages.

## **PEOPLE & CAPABILITY TEAM**

## Position Description

Position Details			
<b>Title:</b>	Compliance Officer – Parking and Bylaws		
<b>Unit:</b>	Regulatory Services	<b>Group:</b>	Environmental Services
<b>Position Reports to:</b>	Regulatory Services Manager		
<b>Salary Grade:</b>	9	<b>Hours of Work:</b>	32 per week
<b>Staff Management:</b>	Nil	<b>Special Conditions:</b>	Nil
<b>Position Occupant:</b>	Vacant		
<b>Date Created:</b>	August 2020	<b>Date Last Reviewed:</b>	May 2025

Position Objective
<p>The purpose of this role is to ensure Council achieves its objectives by:</p> <ul style="list-style-type: none"> <li>• The efficient and effective functioning of the district's town centres through practical implementation of the Parking Control Bylaw</li> <li>• Ensuring public safety, safe streets and public spaces through effective management, appropriate enforcement and compliance in accordance with legislative requirements.</li> </ul>



## Key Duties and Functions

### Operations & Teamwork

- Patrol restricted parking areas within the district and issue parking infringement notices where necessary.
- Administer and Enforce the Land Transport Act 1998, Local Government Act 2002, Council Bylaws and any other relevant Act or Bylaw.
- Deal with any other environmental nuisances as directed (Abandoned Vehicles).

### Education

- Ensure vehicle owners are aware of their responsibilities.
- Attend speaking engagements to community groups, as directed.

### Customer Excellence

- Provide the customer in a friendly and efficient manner whilst focusing on proactive resolutions.
- Provide a prompt and efficient service within agreed timeframes.
- Ensure customers are treated with respect and in a friendly and professional way.
- Follow-up all matters to ensure customer is aware of status of query/complaint.

### Administration

- Update Customer Requests (CRMs) to show specific actions taken.
- Ensure information is accurate and easy to understand (jargon-free).
- Assist with the annual media programme (radio and newspaper) if required.

### Enforcement

- Issue Infringement Notices for Parking Offences.
- Issue Infringement Notices in accordance with procedures set from time to time by the Regulatory Services Manager.
- Attend Council hearings and the District Court when required by the Regulatory Services Manager.
- Participate willingly and positively as a member of the Regulatory Unit, maintaining positive working relationships within the unit and with other staff members.
- Assist with investigations by gathering evidence and drafting statements for enforcement purposes.

### Health and Safety (Employee)

- Take all practicable steps to ensure your own safety, and to ensure that you do not cause harm to any other person by your actions or failures to carry out actions.
- Demonstrate a personal commitment to Health and Safety in accordance with STDC's Wellbeing, Health and Safety Policy statement, induction declaration and Health and Safety Manual requirements.
- Manage Contractor Health and Safety as per the Contractor H&S Manual and system (when this is a requirement of the position).

### Information Management

All staff are responsible for:

- Complying with the Council's documented records management policy, processes, procedures and guidelines.
- Using the Council's approved information repositories to create or capture records.
- Learning how to file and find records in the Council's approved information repositories.
- Ensuring no records are destroyed or removed without approval from Information Management.

### Civil Defence

- Attend Emergency Management training at Foundation level.
- Encouragement to take an active part in Civil Defence Emergency Management (CDEM) planning and implementation consistent with the key responsibilities of this position.

### Other

- Other duties as directed, within the skills and capabilities of the employee.



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## Attributes and Capabilities

### Attention to Detail

- Does work right the first time.
- Ensures information is complete and accurate.

### Communication skills

- Listens actively.
- The ability to express oneself clearly in conversations and interactions with others.
- Speaks clearly and can be easily understood.
- Uses an appropriate business writing style, grammar and choice of words.

### Computer Competency

- Computer- literate with software proficiency covering a variety of applications.
- Understands Microsoft operating systems.

### Cultural Sensitivity and Awareness

- Recognises and values the benefits of the diversity of people, ideas and cultures.

### Customer Service

- Actively promotes and demonstrates Council's Customer Service Standards.
- Strives for high customer satisfaction, going out of the way to be helpful and pleasant, making it an easy and positive experience for the customer.
- Recognises different customer service styles and adjusts own service style to achieve the right balance between the needs of the organization and the customer.
- Uses effective strategies to manage or resolve conflict in a positive way.

### Decision Making Skills

- Makes decisions exhibiting judgement and understanding of the issues.
- The ability and confidence to make appropriate decisions in a timely manner.

### Negotiation/Conflict Resolution

- Utilizes appropriate interpersonal styles and methods to gain agreement or acceptance of an idea, plan, activity or service.

### Personal Credibility

- Demonstrates concern that one be perceived as responsible, reliable, and trustworthy.
- Does what he/she commits to doing.
- Develops a reputation for giving honest and truthful information that can be verified.
- Carries his/her fair share of the workload.
- Takes responsibility for own mistakes; does not blame others.
- Builds a reputation for truthful and ethical behaviour.

**Physical Ability**

- Physical capability required for the job.
- Capable to work in variable weather conditions.

**Teamwork - “Spirit of Oneness”**

- Works with and helps others to accomplish objectives.

**Technical Expertise**

- Is sought out as an expert to provide advice or solutions in his/her technical area.
- Keeps informed about cutting-edge technology in his/her technical area.

**Working Independently**

- The ability to work independently, with minimal supervision.

**Knowledge, Experience, Qualifications & Skills****Essential**

- Comprehensive knowledge of Relevant Legislation – Local Government Act 1974, Local Government Act 2002, Land Transport Act 1995 and related Council Bylaws.
- A current NZ Driver’s Licence.
- Experience in conflict resolution skills.
- Well-developed investigative and problem-solving skills.

**Desirable**

- New Zealand Certificate in Regulatory Compliance (Operational Practice) (Level 4).
- First Aid Certificate.
- Civil Defence training and/or a willingness to be involved in the Councils Civil Defence responsibilities.